General Administrative Services, Page 3

Records Management

How many of you know who is in charge of Records Management where you work, or even where you’ve gone to school? How many of you know what Records Management means? Records Management (RM) could be something as basic as keeping building plans in a usable form for the maintenance crews, to something as extensive as keeping track of all permanent files. In a construction setting RM is often referred to as Document Control; making sure that everyone is working off of the same drawing revisions. A Central Filing department may be keeping accounting documents, and Human Resources may be keeping personnel files. Generally different departments tend to be rather territorial with their files, so all files may not be combined under a central command.

So the question is, does this apply to Facilities Management, and if so, how? The possible answers are, Maybe, and Depends. This is a topic that varies from company to company. What you need to know as a non-facilities manager is, “who is the custodian of the information I need, and how easy is it to get to?”

Mail and Copy Service

Mail Services could be as simple as getting the outgoing mail going out and the incoming mail distributed, or it could be as extensive as including shipping and receiving for raw materials and finished products. As some of the Forum posting mentioned, this could also include intra-company and/or external courier services. However, some of these services could be included in the Transportation Services.

Copy Service can be a central location for xerographic/reprographic services, or a centralizing the management of copiers throughout the facility. Who is in charge of these functions and how does it apply to me? Who is responsible for all the copiers in the plant and, worse yet, who is keeping up with all the contracts on them? And what the heck is "PC Load Letter?"

Transportation

I don’t remember anyone on the Forum discussing the place of Transportation within Facilities Management. Transportation is another one of those broad topics that could mean a lot of different things. The question is whether we are talking about logistics or transportation of employees. The answer is, well, yes.

Sometimes activities like moving material by forklift comes under the purview of transportation. Transportation is often associated with expediting materials ordered, and arranging for shipping and receiving of goods, both incoming and outgoing. Distributing raw materials to production points and
moving finished products to distribution points may be considered Transportation.

Transportation may involve fleet services, like providing a pool of vehicles for company use, or fleet management; maintaining all the “rolling stock” used by a company, from forklifts through over-the-road trucks. The company may have its own fleet of tractor-trailers to transport its raw materials and/or finished products.

Transportation could also mean transporting people, such as shuttle buses or trams. On some university campuses (campi?) this is often the case. At Southeast the shuttles are maintained by FM, but are operated by Department of Public Safety (DPS), who also manages the parking.

<<Back 1 2 3 4 5 6 Next>>

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