MTW Customer Satisfaction Survey: December 2011 - January 2012 Results

- The Survey was sent out to 17 facilities key persons November 28th 2011, requesting responses by December 16th. This initial query generated 9 responses. The non responding key persons were prompted three times, and three additional responses were received by January 31st 2012, although 2 did not complete the survey, bringing the total responses to 12 out of 17.

- The survey consists of 9 questions total, including the two last questions which asked for written responses with regard to concerns and suggestions or any positive feedback. Question 1-7 had multiple choices with several categories. Furthermore, the survey was divided into questions pertaining to the facilities and infrastructure, and personnel and procedure questions.

- Facilities and Infrastructure: Generally, the responses to facilities and infrastructure were clearly on the positive side, in particulate with regard to space availability, lab space, clean room space, gas supply system etc. The three areas that got a “not at all suitable” from one respondent was with regard to Hazardous Liquid / Solid facilities, electrical infrastructure, and storage.

- Staff: The data collected with regard to question 3, staff response time was very positive in general, as was the satisfaction with the response times, which generally were reported within minutes or hours. The management processes varied with facilities repairs reported 90%satisfied or very satisfied. The two problem areas with the management of processes were with Data and IT support, and Lease Negotiations, were over half the respondents were dissatisfied. Question 7 was directed at rating key staff, and all were rated 70% or above satisfied. EH&S: There was 90 – 100% positive feedback regarding EH&S representative and procedures.

- Procedures and Processes: The respondents were generally positive with regard to the procedures and processes, with the exception of ASU Design Guidelines. There is room for improvement across the board with 10 – 30% of respondents not satisfied with this area of inquiry.
SURVEY RESULTS

• Question 1
How suitable are the physical facilities in MTW for fulfilling your research and operations requirements with regard to the following:

- Space available (size, location etc.)
- Lab Space
- Clean room capabilities
- Gas supply systems
- Hazardous gases
- Hazardous liquid/solid facilities
- Electrical
- Air temperature regulation
- Storage
- Shipping and receiving
SOME COMMENTS

This facility if we were granted access to its complete capabilities would be "Extremely Suitable" in all columns. ASU prevents us from having all of the capabilities we actually need. The reasons that ASU restricts our capability is unclear. Our rents are paid on time with no issues since we moved in in 2006.

We are really quite new. The problems we have, the facility managers have been very helpful working with us on. For example, we were having some problems because we use a large variety of chemicals that change with time and the approval process was difficult. However, David has worked out a new approach with us that allows us to get small amounts of nonhazardous materials more quickly but stay in compliance. This is very helpful.

The overall physical facilities of MTW are the major reason we became tenants here however it is the management of these facilities that is making staying here more and more difficult.
How quick is response time from the ASU facilities representatives?

- Repair/trouble calls (JLL)
- ASU Facilities support
- EH&S Queries
- Permit status

Legend:
- Orange: Within minutes
- Blue: Within hours
- Purple: Within days
- Red: Within a week
- Green: More than a week
- Brown: Not Applicable
SOME COMMENTS

- JLL repair/trouble call response time varies, as it should, with importance of the request. So, I have had some responses within minutes, some within hours, and some within days. "Within hours" is therefore the compromise selection checked.

- no problems here

- I don't deal directly with the facility representatives so I really don't have the exact timing however I have heard feedback from my team that most of the response times are acceptable
Please rate your satisfaction with the management of the following processes in MTW.

- Facility repairs
- Tool install or removal
- Small renovations
- Larger renovations
- Data support / IT
- Card access
- Environmental, safety/compliance
- Lease negotiations

Extremely satisfied: Orange
Very satisfied: Blue
Satisfied: Purple
Unsatisfied: Red
Very dissatisfied: Green
Not Applicable: Brown
SOME COMMENTS

• Unsatisfied on lease ....not because of the ASU people involved but on the pricing versus commercial market.

• I have had a request for just ~ 100 sq. feet of unused storage space in for ~ 4 months with no decision made yet. My company needs a small amount of non-clean room space.

• Never been happy with JLL respect for us as a tenant. They basically do not help us with ANY issues we may have.

• The biggest issue here is not so much the management of these processes in MTW but the actual processes which are driven from Main ASU Campus. These processes don't take into account a for profit business
How knowledgeable was the ASU representative of Environment, Health and Safety rules, codes and procedures as related to your infrastructure needs?
How clear and available are the procedures and processes for the following?

- General building policies
- Building codes
- ASU Design Guidelines
- Procedures for hazardous waste
- Procedures for renovations

Legend:
- Extremely clear and organized
- Clear, satisfactory
- Very unclear/poorly organized and explained
- I don't know what they are or where to find out
Please rate your satisfaction with the staff providing facilities support in MTW:

- **Dean Hooks**: Not Applicable, Very satisfied, Satisfied, Unsatisfied, Very dissatisfied, Extremely satisfied
- **David Yost**: Very satisfied, Satisfied, Unsatisfied, Very dissatisfied, Extremely satisfied
- **Tommy Stevenson**: Satisfied, Unsatisfied, Very dissatisfied, Extremely satisfied
- **Stephanie Furlanetto**: Satisfied, Unsatisfied, Very dissatisfied, Extremely satisfied
- **Securitas**: Not Applicable, Very satisfied, Satisfied, Unsatisfied, Very dissatisfied, Extremely satisfied
SOME COMMENTS

• 8. If you have other concerns or suggestions for management/improvement of MTW facilities, please make them here:

• 1. Overall ownership and direction of the building is very unclear. Infrastructure upgrades and sharing of such is underfined. Need to decide if building is lead by Engineering, OKED, or UBS.

• 2. No concern for any issues we have related to our facility needs. Total disregard for our business needs
SOME COMMENTS

• 9. If there are aspects of the facilities management of MTW that you feel particularly positive about, we'd love to hear about it!

• 1. The old Motorola facilities staff (now JLL) have strong ownership in keeping the building running

• 2. Generically speaking, I am very comfortable with the status quo.

• 3. Dean Hookes needs to get more real help that doesn't undermine his authority. He could make improvements if resistance was removed.

• 4. Dean and David are very responsive. I have also been impressed that the chemical people work quickly. It has taken awhile to get used to the rules, but the staff is willing to work with us.

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