





Logical Framework Project Example: FMU (Facilities Maintenance Unit)

	Objectives	Measures	Verification	Assumptions
↻	Goal			
↻	Purpose			
↻	Outcomes			
	Inputs			

The Four Critical Questions

The LogFrame helps us to systematically answer and agree on these four critical questions:

-  1. What are we trying to accomplish and why?
-  2. How will we measure success?
-  3. What other conditions must exist?
-  4. How do we get there?

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To learn more about the Logical Framework Tool,
please review the 4-page special report
Turn Strategy Into Action free on our website

Facilities Maintenance Unit (FMU) Transformation

The role of an FMU is seldom glamorous but always vital. Skilled FMU personnel keep the electrical, mechanical, HVAC and other systems operating so others can carry out their work.

This FMU at the Los Alamos National Laboratory served eight very old facilities in a thirty square mile radius. The level of maintenance required exceeded staff capacity. As the backlog of work orders climbed, conflicts increased and morale declined. It became apparent that major transformation was necessary.

The Unit Director recognized the need for substantial improvements in the FMU. Over a period of time and assisted by outside consultants, his team developed an agreed vision, mission, values and code of conduct. All staff participated in the process.

They then held a two-day workshop to develop an improved strategy which began by developing a master Log Frame. Later they created additional Log Frames for key projects.

Logical Framework for FMU (Facilities Maintenance Unit) Transformation

OBJECTIVES	MEASURES	HOW TO VERIFY	ASSUMPTIONS
<p>GOAL Improve facility infrastructure and services at the Lab</p>	<p>1. Conditions improve as measured by standard criteria in documents x y & z.</p>	<p>1. Annual Facility Assessments</p>	<p>Assumptions to reach goal</p> <ol style="list-style-type: none"> Resources available to perform annual assessments. Data maintained/reported.
<p>PURPOSE Transform FMU (Facilities Maintenance Unit) into a highly responsive, effective, and efficient facility management organization.</p>	<ol style="list-style-type: none"> By 10/31 Annual customer satisfaction rate is consistently >90% Work order response time decreases from current average of ___ days to average of <30 days by ___ Work order backlog of ___ is reduced to <200 and maintained <200 Work order age is reduced to <60 days and maintained <60 Monthly and annual PM compliance rate reaches and maintained to 100% Employee satisfaction reaches and remains above 90% and 90% of employees give team environment high rating. 95% of all projects are completed on schedule, within approved budget, and with change orders totaling less than 10% of approved budget. 	<ol style="list-style-type: none"> Survey results Weekly work order reports Weekly work order reports Weekly work order reports Monthly PM schedule compliance reports. Annual employee survey Monitor project and cost reports 	<p>Assumptions to achieve purpose</p> <ol style="list-style-type: none"> No unforeseen calamities. Maintenance staff is committed to program. Good communication among staff.
<p>OURCOMES</p> <ol style="list-style-type: none"> Analysis of strengths and weaknesses of facility management unit completed. Roles and responsibilities within the organization clarified. Key Strategies objectives, and priorities identified. Facility condition assessments for all major facilities completed and updated annually. Objective priority system established for work orders and projects. Plan for improving cooperation and team work among employees developed and implemented. Formal processes established to effectively support improved operations. 	<p>Outcome Measures</p> <ol style="list-style-type: none"> Completed analysis performed by 3/1 with customers and employees involved. Meeting with employees where roles & responsibilities are explained, understood, and accepted by 4/1. By 6/1, management team has agreed. All major facilities have completed condition assessment by 6/1. Completed priority system document completed by 7/11. Plan developed and endorsed by employees, employees satisfaction reaches and remains above 90% by 7/15. 100% of team identified formal process needs have been met by 8/1. ___ 	<ol style="list-style-type: none"> Written analysis. Meeting minutes. Sign-off on document. Finished Assessments on file. Document on file. Plan on file. Quarterly Inspections on file. 	<p>Assumptions to produce outcomes</p> <ol style="list-style-type: none"> Maintenance staff is capable and willing to do this. Group meetings held monthly.