

user analysis 3

A POSSIBLE FORMAT AND EXAMPLE FOR ANALYZING USER GROUPS.

USER MAINTINENCE MAN

PURPOSE EMPLOYMENT:BUILDING MAINT.

TIME	NO. PERSONS	ACTIVITY	FREQUENCY	EQUIP. USED	SPACE REQUIREMENTS
6:30	ONE	UNLOCK DOORS	DAILY	KEY	OUT OF WIND, RAIN
6:45	ONE	WORK PREP.	DAILY	COAT STOR,LUNCH STOR.	SECURE, SEMI PUBLIC
7:00	ONE	SWEEP FLOORS	DAILY	BROOM/BUCKET	SMOOTH FLR. MIN. OBSTR.
8:00	ONE	MOP FLOORS	DAILY	MOP/BUCKET/SINK	NONPOROUS FLR.LOW SINK
10:00	THREE	COFFEE BREAK	2 DAILY	COFFEE/CHAIRS/TABLE	WARM, LIGHT, SEMIPUBLIC
10:30	ONE	WAX FLOOR	1 WEEKLY	SPRAY WAX/BUFFER	HARD SURFACE/NO OBSTRUC.
10:30	ONE	SUPPLY DELIVIERY	1 WEEKLY	HAND CART/STORAGE	NO STRS. BET. REC/STOR.
12:00	THREE	LUNCH	DAILY	COFFEE/CHAIRS/TABLE	WARM, LIGHT, SEMIPUBLIC
1:00	ONE	DUMP TRASH	DAILY	WHEELED CAN	NO STRS. AT DUMPSTER
3:00	ONE	LOCK UP MAINT.	DAILY	KEY	OUT OF WIND, RAIN

USER EXPECTATIONS: DURABILITY OF MATERIALS, EASY ACCESS TO HIGH MAINTINENCE ITEMS, (LIGHTS, FILTERS....) CONVENIENCE OF SERVICE CENTER TO HIGH MAINT. AREAS, COMPATIBILITY OF MAINT TOOLS TO BUILDING DESIGN, MATERIALS.

USER COMPLAINTS WITH EXISTING FACILITY

- :NO ELEVATOR, HARD TO MOVE TRASH, BUCKETS UP/DOWN STAIRS.
- :DUMPSTER TOO FAR AWAY
- :NO DELIVERY DOOR
- :TOO MANY OBSTRUCTIONS DURING SWEEPING/MOPPING

CRITERIA:HIGH DURABILITY FLOOR/WALL MATERIAL,CEILING WITHIN 16 FEET OF FLOOR (ASSUMES 10 FOOT LADDER) SLOP SINK IN SERVICE/STORAGE CENTER.CLOSE RELATIONSHIP BETWEEN ELEVATOR, DUMPSTER, MAINT. CART STORAGE, DELIVIERY.

LIFE CYCLE PRIORITY

- :HIGH. GOOD MAINTINENCE ESSENTIAL TO BUILDING LIFE. PREVENTATIVE MAINTINENCE CHEAPER THAN MAJOR REPAIR.