AI Process Audit: Maintenance Request Handling

EXECUTIVE SUMMARY

The current workflow has a critical bottleneck with an average time from request to confirmed appointment of 26 hours, exceeding the target of less than 24 hours. This inefficiency results in a monthly bleed of **$4,050**, emphasizing the urgency for immediate process improvements.

PROCESS HEALTH SCORECARD

CATEGORY	STATUS	FINDING
Average time from request to confirmed appointment	🔴	**YOUR METRIC** 26h **TARGET** < 24h The average time from request to confirmed appointment is 26 hours, which exceeds the target of less than 24 hours. **Risk: Failure to address this issue may lead to decreased tenant satisfaction and increased costs due to prolonged maintenance request processing times.**
Worst case appointment delays	🔴	**YOUR METRIC** 4 days **TARGET** < 3d The worst-case appointment delays are 4 days, which is significantly higher than the target of less than 3 days. **Risk: Such extensive delays can severely impact tenant trust and potentially lead to financial losses due to unresolved maintenance issues.**
Percentage of requests missing 24-hour SLA for routine maintenance	🔴	**YOUR METRIC** 15% **TARGET** < 5% 15% of requests are missing the 24-hour SLA for routine maintenance, which is higher than the target of less than 5%. **Risk: Missing SLAs can result in tenant dissatisfaction, potential legal issues, and financial penalties.**
Monthly maintenance requests	🔴	**YOUR METRIC** 180 **TARGET** < 90count The workflow handles 180 monthly maintenance requests. **Risk: High volumes of requests can overwhelm the system, leading to inefficiencies and increased costs if not managed properly.**

PER MONTH REVENUE BLEED

$4,050/mo

PER MONTH

🔴 Primary Bleed: **$4,050/mo**

Based on 180 monthly maintenance requests × 15% failure rate × $150 cost per failure, the total monthly bleed is $4,050.

RECOMMENDED FIXES

🔴 **PROBLEM:** Prolonged average time from request to confirmed appointment
FIX: Streamline the appointment scheduling process within the technician calendar to reduce confirmation times.
IMPACT: Recover ~$1,701/month. This fix recovers the estimated amount by reducing the number of missed SLAs and associated costs.

`LOW EFFORT` `HIGH IMPACT` `7-14 DAYS`

🔴 **PROBLEM:** Complexity due to multiple systems used in the process
FIX: Implement an integrated system that consolidates the tenant portal, email inbox, technician calendar, work order spreadsheet, and phone calls to simplify the workflow.
IMPACT: Recover ~$567/month. This fix recovers the estimated amount by increasing efficiency and reducing errors caused by manual data transfer between systems.

`MEDIUM EFFORT` `MEDIUM IMPACT` `14-21 DAYS`

🔴 **PROBLEM:** High volume of monthly maintenance requests
FIX: Implement a preventive maintenance program to reduce the number of requests and prioritize urgent issues.
IMPACT: Recover ~$567/month. This fix recovers the estimated amount by decreasing the overall volume of requests and associated costs.

`MEDIUM EFFORT` `MEDIUM IMPACT` `14-21 DAYS`

✓ PHASE 1: AUDIT 〉 PHASE 2: STABILIZE 〉 PHASE 3: SCALE

Stop losing $4,050 monthly

Implement these fixes to improve workflow efficiency and reduce financial losses immediately

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