Practical Supervisor POCC Observation Form

To schedule your one hour POCC observation, call the POCC Supervisor @ 647-0662 and add the appointment to your Google calendar.

FAST FACTS ABOUT THE CALL CENTER
1. POCC is the communications hub of Plant Operations.
2. POCC is Plant’s front line of communications with all campus departments.
3. POCC is a 24/7 operation for urgent maintenance issues.
4. POCC processes 4,000 - 7,000 work orders monthly and 60,000 - 70,000 per year.
5. POCC received 97,220 calls in 2011

BEST PRACTICE - success between POCC and the field requires 4 key behaviors
1. Provide accurate and detailed information
2. Provide timely updates
3. Make sure your phase status has been updated accordingly and notes provided.
4. Understand that non-urgent work requests can be submitted online in order to not tie up phone lines and possibly delay urgent requests.

Visit summary
Please complete the following and send a copy to Plant Academy (see address below) for credit. Use the back to complete the questions below if necessary.

1) Date you observed in the call center

2) Who did you talk with? Observe? Learn from?

3) What did you observe or learn that you did not know before?

4) Would this experience be helpful to others? If yes, please explain your thoughts.

Sign here
______________________________________________________________
Print Name
______________________________________________________________
Department
______________________________________________________________
Phone Number
______________________________________________________________

Send to: Plant Academy
1111 Kipke Dr., Room 1050
Ann Arbor, MI 48109-2001
(734) 647-0831
(734) 615-2213 fax

Initials of POCC Rep __________