

# FACILITIES SERVICES 2018 -2010 STRATEGIC PLAN

OUR MOTO:

BUILD AND MAINTAIN EXCELLENCE

OUR MISSION:

TOGETHER, WE CREATE AND SUSTAIN ENVIRONMENTS  
TO ADVANCE THE MISSION OF OUR UNIVERSITY

OUR VISION:

BE A NATIONAL LEADER IN HIGHER EDUCATION  
FACILITIES MANAGEMENT.

OUR VALUES:

RESPECT | SAFETY | RESPONSIVENESS  
COLLABORATION | ACCOUNTABILITY | QUALITY

## STRATEGIC THEMES

### INVEST IN EMPLOYEE SUCCESS

- Objective 1.1 Invest in Training and Professional Development**

1.1.1 Allocate budget and opportunities for staff to attend training

1.1.2 Leadership and staff representation at professional events

1.1.3 Development of online resources toolkit for all employees

1.1.4 Develop and implement a professional development program

1.1.5 Identify external training resources for onsite training for FS staff

1.1.6 Use CATT's or CANVAS information for validity and compliance
- Objective 1.2 Promote Positive Employee Morale and Engagement**

1.2.1 Continue Employee Satisfaction Survey

1.2.2 Seek employee feedback

1.2.3 Recognize employees for individual and group achievements

1.2.4 Onboarding/Offboarding of staff
- Objective 1.3 Provide Technology, Tools, Equipment, and Application Training**

1.3.1 Update technology and software availability

1.3.2 Evaluate technology needs for hardware and software

1.3.3 Wi-Fi in mechanical spaces

### IMPACT AND ENGAGE COMMUNITY

- Objective 2.1 Support Local Communities and MBE/WBE Through Workforce Hiring**

2.1.1 Promote hiring from the local community

2.1.2 Provide representation at workforce network events

2.1.3 Support and endorse the University's MBE/WBE program participation goals

2.1.4 Increase impact of internship programs in local community
- Objective 2.2 Engage with Neighboring Communities and Organizations**

2.2.1 Host regular meetings with neighbors
- Objective 2.3 Perform Our Civic Duty Through Community Service, Charity and Leadership**

2.3.1 Initiate and participate in charity drives

2.3.2 Use our skills and resources in larger scope of civic duty

### EMBODY SUSTAINABILITY

- Objective 3.1 Increase Engagement, Awareness and Participation**

3.1.1 Create a culture of sustainability behavior

3.1.2 Educate community about goals and policies

3.1.3 Communicate baselines and successes
- Objective 3.2 Reduce Carbon Footprint**

3.2.1 Improve waste reduction, diversion and recycling

3.2.2 Conserve resources (energy, water, materials)

3.2.3 Develop multimodal transportation strategy
- Objective 3.3 Implement and Codify Sustainability Practices**

3.3.1 Enhance and codify sustainability standards and practices

3.3.2 Establish Design, Construction, and O&M Standards.

3.3.3 Establish sustainability standards

### PROMOTE COMMUNICATION & COLLABORATION

- Objective 4.1 Increase Collaboration Across All Units In FS**

4.1.1 Use CoolSigns to show more information

4.1.2 Engage stakeholders for project design review

4.1.3 Conduct quarterly unit meetings and biannual all staff meetings

4.1.4 Increase CPD and Operations collaboration

4.1.5 Increase CPS collaboration with OPS/CPD and Vendors
- Objective 4.2 Increase Transparency Through Internal/External Communication Plan**

4.2.1 Conduct surveys and client interviews

4.2.2 Develop a communications plan

4.2.3 Issue electronic (and printable) quarterly newsletter
- Objective 4.3 Simplify/Clarify Organizational Structure and Process**

4.3.1 Obtain signed Service Level Agreements

4.3.2 Complete and publish a strategic plan

4.3.3 Centralize all policies and procedures

### FOSTER STEWARDSHIP AND ORGANIZATIONAL PERFORMANCE

- Objective 5.1 Manage Department Service Delivery**

5.1.1 Manage contract services by KPI

5.1.2 Conduct cust. satisfaction review using Maximo POS & CPD survey

5.1.3 Improve service delivery processes
- Objective 5.2 Consistent Reliable Data Management**

5.2.1 Use data to promote safety

5.2.2 Use data to improve financial compliance

5.2.3 Use space data to encourage efficiencies
- Objective 5.3 Support Department Commitment to Enhance Physical Space**

5.3.1 Establish and communicate protocol for exterior design review

5.3.2 Maintain historical integrity

5.3.3 Implement turnover process
- Objective 5.4 Financial Integrity**

5.4.1 Ensure financial accountability

5.4.2 Develop improvements for financial processes