Facilities Management Strategy Map: FY13-14

6/20/12

Mission: To provide a safe, functional, clean, and welcoming campus.
Vision: To be world class in delivering customer focused and cost-effective service while promoting a culture of accountability
Values: Excellence, Integrity, Accountability, Stewardship

Service Quality
Customer: To achieve our mission, how should we appear to our internal and external customers?

Improvement Processes
Internal Processes: To satisfy our customers and succeed at our mission, at which processes must we excel?

Staff Development
Learning & Growth: To excel at our critical processes, how must our organization learn and improve?

Organizational Productivity
Financial: How should we manage and allocate our resources to maximize our success in our mission?

F-3: Improve data-driven information for decision making
F-1: Prioritize staff and financial resources
F-2: Strengthen IT systems quality
L-3: Recruit, develop, recognize & reward employees
L-2: Clarify expectations & measure performance
L-1: Promote a respectful culture of engaged staff
I-6: Ensure health & safety
I-5: Identify, prioritize, & address institutional needs & risks
I-4: Demonstrate sustainability
I-3: Develop continuous improvement programs
I-2: Drive operational excellence (reduce costs, enhance services, grow revenues)
I-1: Improve proactive efforts, responsiveness, and consistency
C-1: Service Excellence (meet the property services needs of teaching, research and outreach programs)
C-2: Stewardship Excellence (optimize facilities lifecycle costs, preserve & enhance facilities quality)
C-3: Service Excellence
C-2: Stewardship Excellence
C-1: Service Excellence

= Area of Focus