

CI 2015-20 Strategic Priorities

1. Forward Vision in Supporting Student Success
2. Innovation and Continuous Improvement
3. Achieve Operational Excellence

Facilities Services Strategy Map 2015-2016

Mission	Vision
Facilities Services (FS) supports CI stakeholders by providing highest quality service by practicing excellent workmanship, exhibiting forward vision, using resources effectively and efficiently, and continuously improving the quality of service.	To provide clean, safe, functioning, and aesthetically pleasing facilities for the campus, where the campus community can fulfill the University's mission.
Values: Excellence in Service • Valuing Our Colleagues • Continuous Improvement • Sustainable Performance • Customer Service	

Value to Our Customers

Provide excellent customer service

Deliver high quality service

Promote a safe, healthy, and productive learning and work environment.

Facilities Services Goals

Achieve Operational Excellence

Attract and Retain a Diverse and Talented Staff

Enhance Resources

Enrich Communication

- Infrastructure improvement for system reliability.
- Plan for growth over the next decade.
- Exceeding expected life cycles of buildings and equipment for best value
- Timely work order completion.
- Provide an annual customer survey to receive feedback for improvement

- Offer skilled training and development opportunities
- Regular community team building exercises with staff.
- Annual Employee Survey
- Enhance Standard Operating Procedures and Process Guidelines.

- Develop sustainable strategies that improve our use of resources
- Encourage Process Mapping and Lean Strategy techniques to streamline processes.
- Schedule safety and professional trainings and provide via a shared calendar

- Provide outreach to the campus community about how we support the University's mission.
- Increase the variety of communication through use of green screens placed around campus, informational website and interactive forms.
- Continue to inform the campus of upcoming construction projects.