Continuous Improvement Plan

I am writing to update you on the progress that has been made over the past several months toward addressing the recommendations for improvements as noted in the positioning study report conducted by The Friday Group for Facilities Management.

The first step taken in addressing the recommendations was to assemble a focus group of staff members that included directors, managers, and supervisors to examine the topics presented in the report and to develop a process to address them. The principal role of this focus group was to provide feedback on the proposed initiatives so that a determination could be made as to which of the suggestions outlined in the study's recommendations could be given priority consideration. The focus group met in March to establish a process to identify issues and discuss the "gap" between the methods currently used by Facilities Management and the recommended methods as described in the report. During this process, the necessary internal resources, such as funding, training, and soliciting of feedback required to affect change were identified. In April two follow-up meetings were held, which focused on continued identification of required resources to address issues and implement changes.

As the process continues to evolve, we have worked on and completed other initiatives that required minimal resources and could be accomplished in a short time frame. For example, establishing open office hours for staff to meet with Facilities' senior management, reinstating the pre-Campus Dance reception in Petteruti Lounge and investing in new computers are a few of the initiatives that were able to be realized without delay. In addition, a plan for assignment and completion of project work for the trade's staff is in the process of being developed and a trades summer-training program is underway. Other programs and projects that have recently been carried out include the uniform rental and distribution plan, the vehicle purchase and maintenance program, website development and weekend dormitory cleaning. Also, during the past few months, staff has been working to fill the vacant and new positions created by the reorganization.

In early June, several recommendations for improvement, as noted below, were identified as priorities:

- Monty Combs, Facilities' Director of System and Services, will lead the effort to retool the FAMIS Program.
- A Client Services Program, to be coordinated with building representatives, will be led by Electrical Engineer Chris Cherau.
- An Events Planning Program that will focus on staff reward and recognition, social events, and planning for interdepartmental events will also be developed.
- A Sold Service Billing Plan with a customer-service focus will be led by David Woodward.
- Jack Wilcox will lead the effort to identify and coordinate training needs for Facilities Management staff.
- Jim Coen will lead the effort to develop a Zone Maintenance Program for the trade shops.

As we go forward, volunteers will be sought from within Facilities Management to concentrate on these priority recommendations. Additionally, feedback on these recommendations will be sought from the Brown community.

A bulletin board, with updates, has been installed on the wall along the corridor outside my office on the third floor at 295 Lloyd Avenue. I encourage you to check the bulletin board, stop in to speak with me about any questions or comments you may have and to provide me with your feedback.

Sincerely,

John H. Wilson
Director of Strategic Implementation