Facilities Planning and Management Strategic Plan for 2007-2010

IOWA STATE UNIVERSITY
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Facilities Planning and Management Strategic Plan for 2007-2010

Purpose

We develop, operate, and maintain facilities to serve the University community.

Vision

We want to be a world-class facilities organization.

Core Values

Stewardship
We are responsible for the University’s physical environment.

Accountability
We are accountable to our customers, and to each other.

Innovation
We are innovative in creating a better future.

Integrity
We are fair, ethical, and professional.
Modeling Our Core Values

Stewardship
- We create and sustain facilities for competitive academic, extension, and research programs.
- We identify issues and concerns and communicate with our stakeholders, recommending a course of action that addresses current and future needs and expectations.
- We analyze needs and resources using systematic, comprehensive, and analytical processes.
- We value the personal and professional development of staff as the foundation of our future.
- We provide services in a diverse environment where people feel safe, personally and professionally satisfied, and realize their value to the organization and University.

Accountability
- We are responsible to our customers and each other while carrying out their daily duties.
- We will promote a safe and healthy work environment.
- We take pride in being competent, knowledgeable, trustworthy, and dependable.
- Decisions at FP&M will be fact-based and data-driven to provide value and promote fiscal responsibility.
- We are an organization that accepts critique, and continuously improves.
- We respond to emerging opportunities and emergencies by being prepared, committed, agile, and flexible.

Innovation
- We develop new ideas that move service, concept, and strategy into action to create new value to the University community.
- We value a culture that embraces new ideas and risk taking to stay on the leading edge, never being complacent, and continuously improving.
- We collaborate to integrate best ideas and practices.
- We strive for an environment where people can use their imagination and talents to create a better future.

Integrity
- We make decisions and take actions in a manner that is fair, honest, ethical, and professional.
- Those we interact with can expect our actions to be consistent with our words.
- We understand our legal and moral obligations and act accordingly.
- We treat all people with dignity, courtesy, and respect.
- We recognize that diversity is an asset, and we seek to understand opinions that differ from our own.
Strategic Action Plans

Strategy #1
We must understand our customers - who they are, what they are trying to do, and what services they need from us.

Objectives
- Conduct periodic surveys with our key customers to ask what their needs are, as well as provide a list of services performed by FP&M, and allow customers to rank FP&M services.
- Interact and participate on collaborative efforts with our key customers.
- Document services that our customer will receive under the new budget model and identify customer service options. Document any additional service options using service level agreements.

Strategy #2
We must demonstrate our accountability and focus on value-added services for our customers.

Objectives
- Conduct periodic reviews of services provided.
- Publicize feedback from customer surveys, and review results with employees.
- Perform appropriate comparative analysis and benchmarking.
- Identify and incorporate best practices.
- Continue to improve the delivery of small projects

Strategy #3
We must create a work team of all FP&M employees who are motivated, highly trained, well equipped, and customer focused.

Objectives
- Develop position-specific training plans.
- Develop career progression requirements and opportunities.
- Publicize feedback from surveys and review results with employees. Provide timely feedback on work performance.
- Promote a safe and healthy work environment.
- Explore advances in tools, technology, and techniques as a means to increase productivity.
**Strategy #4**
We will create an environment that promotes continuous process improvement to provide efficient and effective customer service.

**Objectives**
- Embrace and utilize process improvement tools
- Use assessment tools to evaluate the effectiveness of our customer service.
- Identify and benchmark the uses of state-of-the-art solutions in both the public and private sectors.
- Identify processes that may be candidates for immediate process improvement.

**Strategy #5**
We will provide opportunities for our staff to interact and collaborate to promote an atmosphere of teamwork and organizational effectiveness.

**Objectives**
- Continue to support and encourage the Internal Advisory Team.
- Participate in university community projects.
- Encourage staff participation in process improvement activities.
- Hold bi-monthly FP&M Forums and an annual FP&M Town Hall Meeting to inform and interact with staff on key issues.

**Strategy #6**
We must maintain the attractiveness, functionality, and quality of University facilities and do so in a sustainable manner through actions that conserve resources and enhance environmental quality.

**Objectives**
- Promote recycling efforts on campus.
- Seek out and implement environmentally friendly practices.
- Promote conservation efforts on campus.
- Plan, design, and construct new buildings and renovations in a sustainable manner utilizing the LEED standards as a guideline and metric.
- Proactively address ongoing issues regarding deferred maintenance.