

POLICY: I: 25—Continuous Improvement
Procedure Review: Annually

DATED: February 2000
UPDATED: April 2024

APPROVED: Executive Director of Facilities and Construction:



I. PURPOSE

To establish a Facilities Management (FM) continuous improvement process by which a strong correlation between information inputs and outputs is created.

II. RESOURCES

- A. STAR Strategic Accountability and Reporting Tool - A summary of significant FM activities for the previous fiscal year.
- B. Comprehensive Plan - A list of upcoming projects that need and/or should be implemented by the FM department. Items on this list are provided by scheduled facility inspections and feedback from FM staff. The list recognizes the limitations of fiscal demands and fund availability. Improvements are prioritized in terms of building function and necessity while based on the varying degree of safety to persons and/or property. The projects should be subdivided between funded and pending.
- C. Program Reviews – Periodic assessment of departments within the division of Administration and Finance. The intent of the review is to provide improvement feedback to departments.
- D. Maintenance hang tags - Means of notification to students, faculty, and staff to communicate the status of work orders (in progress, parts on order, work completed, etc.)
- E. Risk Management Safety Incident Review Committee - Determines whether a vehicle incident is chargeable or non-chargeable to the driver, or if an incident is beyond a driver's control. The committee investigates vehicle and personnel incidents, as well as safety issues on campus.
- F. University planning priorities - Consistent university-wide parameters utilized by departments in the development of the annual action plan.

III. RESPONSIBILITIES

- A. Executive Director of Facilities and Construction - Responsible for overall implementation of procedure.
- B. Directors and Managers - Responsible for daily operations in support of this procedure.

- C. Assistant Director for Support Services- Responsible for coordinating all operational aspects of the procedure as well as updating the comprehensive plan.

IV. FM SOURCES/RESPONISIBILITIES

A. Continuous

- Review and update the comprehensive plan – Support Services Assistant Director
- Update work orders processed and questions posed - Operations
- Bi-weekly planning meetings – FM department heads
- Utilization of campus media to inform the university population of facilities related issues – FM department heads
- Periodic visits by FM supervisory staff to ensure quality control on individual job sites – FM managers and supervisors
- GIS mapping and locating facilities - AutoCAD

B. Annually

- STARS report – Engineering with input from FM department heads
- Review of effectiveness, efficiency, etc. with other facilities management departments – FM department heads
- Evaluation and update of contingency plans for emergencies – Support Services Assistant Director
- Annual review of this procedure – FM Business Process Analyst
- Annual performance evaluations – FM department heads, managers and supervisors

V. Annual Outputs

- A. STAR Strategic Accountability and Reporting Tool
- B. Budget Initiatives
- C. Maintenance Reserve
- D. Nutrient Management plan
- E. Snow plan
- F. Stormwater MS4 report
- G. DEQ reports
- H. Construction Guidelines