OVERVIEW:

FACILITIES SERVICES STRATEGIC PLAN

Our Year 2 activities included a focus on: 1) implementation of our Year 2 action plans, 2) approval by the oversight team regarding the expected year-end outcomes for each action plan and 3) identification of the alignment of our plan with the University’s strategic plan.

Our theme for Year 2 was building a culture of involvement, both internally and externally. Our approach to strategic planning rests on the belief that our collective actions can shape our future. We are moving beyond the operational aspects of our work and integrating strategic thinking and action into our daily routines. We recognize the importance of employee development, best practices and benchmarking, and partnering in our expanded role of contributing to the success of the University’s strategic initiatives.

Our leadership development sessions continued to build and enhance the capabilities of our action plan leaders to think and act strategically. Mike Shaner, professor in SLU’s Cook School of Business, facilitated sessions on leadership vs. management, situational leadership and emotional intelligence.

Our training sessions focused on our vision and Best Practices. This training was a joint effort by the Best Practices, Awareness campaign and Supervisory Development action plan teams. The goal was to educate our employees about the Division’s new direction as well as to develop the mindset that it is everyone’s job to research and identify Best Practices, and bring ideas forward that create greater efficiencies. Once again, various staff members participated as trainers for our 377 employees.

Each Vice President was asked to prepare a document to identify how their division’s strategic plan aligns with the University’s strategic plan. We identified and documented how well our plan aligned and contributed in multiple ways with the University’s Strategic Plan. We chose to re-organize the format of our plan according to the new format identified in the University’s strategic plan. We are using a Balanced Scorecard approach as our performance assessment method which allows us to create measureable evaluation standards for our goals.

Our end-of-year Strategic Management Review and Revise (R & R) process assisted us in preparing for Year 3 activities by evaluating our Year 2 accomplishments, identifying measureable outcomes for our Year 3 action plans, and reviewing the Facilities strategic plan to provide additions and updates for continued alignment.

Our division is preparing to move forward into Year 3 of the plan and continue our focus and themes of 1) building and strengthening the capabilities of our staff to execute the plan; 2) creating a culture of involvement and 3) executing towards measureable outcomes.

Theme for Year 2

- Building a culture of involvement, both internally and externally

Best Practices ...

... is a way of thinking to improve what we’re doing to be the best.

It involves an effort to move from being operationally good to being operationally excellent or the best.

It is also the process of searching for new and better ideas or procedures.

Best Practices initiatives may ...

- Increase efficiency and productivity
- Reduce costs and/or time
- Enhance services and customer satisfaction
- Promote sustainable development

For more information about Facilities Services strategic plan, please contact Chris Regan at reganmc@slu.edu or 314-977-3428.
### FACILITIES SERVICES STRATEGIC INITIATIVES

**Year 2**

#### STRATEGIC AND OPERATIONAL EXCELLENCE

Identify and establish proactive roles with key University units for the purpose of collaborating towards value-added and enhanced services that assist these units in achieving their defined mission and goals. Deliver operationally excellent facilities services on a day-to-day basis that are consistent with the best practices of the profession.

<table>
<thead>
<tr>
<th>Goals</th>
<th>Description</th>
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<tbody>
<tr>
<td>Utilization of FAMIS for Space Planning</td>
<td>Facilities Services will become the preferred internal and external source for accurate space data, maps and drawings of University-owned and leased property. This resource of information will be available for University administrators (President, Trustees, Vice Presidents and Deans) to utilize in strategic planning efforts and in master planning of campus facilities and to share with external sources when benchmarking space and facilities data with other universities and companies.</td>
</tr>
<tr>
<td>Enrollment and Retention</td>
<td>Contribute to Enrollment Management's strategic goals of student recruitment and retention by developing and implementing ongoing enhancements that attract and retain students.</td>
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<tr>
<td>Best Practices</td>
<td>In an effort to move from being operationally good to being the best, every Facilities Services department will have a process to identify Best Practices, evaluate their efficiency and effectiveness, identify contributions to our division goals, outline adaptation and implementation strategies, and make recommendations for adoption.</td>
</tr>
<tr>
<td>Benchmarking</td>
<td>Contribute to the overall strategic planning efforts of the University by developing and measuring the performance of our departments against a series of benchmarking categories and key indicators. Identify peer and aspirational institutions, find and implement best practices and determine areas of strengths and weaknesses which will enhance our efforts in the areas of strategic planning, operational decision-making and resource allocation.</td>
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#### STAKEHOLDER RECOGNITION

Gain University and national recognition for our strategic and operational contributions to SLU's goal to be the finest Catholic university in the United States. Accomplish this initiative by being operationally excellent at facilities management and by aligning with other University units to contribute to their mission and goals.

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<td>Awareness Campaign</td>
<td>Develop an awareness campaign that promotes our new strategic direction and communicates our accomplishments to our employees and to the university community.</td>
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<tr>
<td>Areas for Recognition</td>
<td>Identify areas to target for outward recognition and determine applicability and processes required for achievement of recognition, ie., Best Practices, Environmental Scorecard improvements, etc.</td>
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</tbody>
</table>
EXCELLENCE IN PEOPLE
Educate and redefine the customer service role of our Facilities Services staff so that each employee understands the connection of their work with our vision and strategic plan and is able to demonstrate it through their contributions to the university’s strategic activities and the resulting outcomes that take place inside and outside of their daily routine. To assure operational excellence, develop a valued, well-trained, motivated and diverse workforce that is known for its technical competence and professionalism.

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<td>Strategic Leadership Development</td>
<td>Develop its leaders so they can successfully formulate and implement strategy while continually striving for operational excellence.</td>
</tr>
<tr>
<td>Supervisory Development</td>
<td>Develop and empower their supervisory staff with the knowledge, skills and attitudes to accept greater responsibility for achieving operational excellence from their departments.</td>
</tr>
<tr>
<td>Diversity and Social Justice</td>
<td>Develop ways to support and benefit from the diverse range of demographic characteristics, knowledge, skills and abilities of our employees.</td>
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ENVIRONMENTAL RESOURCE OPTIMIZATION
Maintain and conserve natural resources, protect our environment and do so in a sustainable manner through actions that will enhance environmental quality.

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<td>Sustainability Integration</td>
<td>Develop a plan and process for the review and approval of proposed sustainability programs.</td>
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<tr>
<td>Sustainability Initiatives</td>
<td>Develop and support sustainability initiatives and activities with the involvement of internal and external stakeholders.</td>
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<tr>
<td>Sustainability Awareness</td>
<td>Promote Facilities’ sustainability initiatives and information to our University community and external stakeholders.</td>
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PARTNERING
Identify and become actively involved with internal individuals/units and external professional organizations to acquire and exchange knowledge, tools and resources that will advance our efforts to be operationally excellent and contribute to the success of other University units.

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<td>Partnerships</td>
<td>Identify and establish new partnerships with internal and external others to provide the knowledge and resources to accomplish our strategic initiatives.</td>
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Facilities Services (FS)
Major Strategic Accomplishments-Year 2

Theme: Creating a culture of involvement

Strategic & Operational Effectiveness
Enrollment & Retention, Best Practices, FAMIS, Benchmarking
- Contributed to enhancements supporting the strategic efforts of the enrollment and retention division
- Created a training session regarding Best Practices and introduced a framework and checklist to aid in the identification and justification of Best Practices
- Identified peer and aspirational institutions for use by our division team in researching benchmarking characteristics as well as best practices.

Stakeholder Recognition
Awareness Campaign and Areas for Recognition
- Contacted regional and national organizations to collect information that will assist us with recognition opportunities appropriate to our designated activities.
- Identified information from external judging organizations to ensure that future submitted proposals are compatible with the judging criteria.

Excellence In People
Strategic Leadership Development and Supervisory Development
- Researched assessment tools for use in assessing our strategic leaders and recognized the need to create our own.

Environmental Resource Optimization
Sustainability Integration, Sustainability Initiatives, Sustainability Awareness
- Received recognition plaques from Ameren and Murphy Co. for energy initiative achievements.
- Developed a logo for use by Facilities in recognition promotions.
- Collaborated with Parks College to develop a solar golf cart project.
- Partnered with Res Life and Ameren Missouri to implement the Village electric energy competition.
- Hosted a travelling light revolution truck on SLU premises
- Partnered with Athletics to sponsor community-wide electronics drive that was advertised to the University community as well as at Billiken basketball games

Partnerships
Existing & New
- Emphasized the value of strategic partnerships in our plan and provided identification and connections regarding strategic partners to assist our action plan teams