



OUR CORE VALUES

Passion in our work

We show ownership in our work by caring and focusing on our customers

Resourceful in how we work

We use resources efficiently and find ways to get the work accomplished

Innovative in bringing about change in our work

We are continually improving, adapting to change and being creative in developing solutions for our work

Dependable in our work with others

We are reliable and committed to contributing to the success of others.

Expertise used and developed in our work

We deliver quality service and are continually developing our diverse skills and resources to enhance the university environment



**EFFECTIVE & INNOVATIVE
PRACTICES AWARD**

2014 NATIONAL AWARD WINNER

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**SAINT LOUIS
UNIVERSITY**

Facilities Services

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Saint Louis University

FACILITIES SERVICES:

Strategic Plan



FY2011–FY2015

FACILITIES SERVICES STRATEGIC PLAN

Our Mission



Central to SLU's campus is the clocktower and amphitheater.

The mission of the Facilities Services division is to proactively support Saint Louis University's mission of teaching, research, health care and service by anticipating customer needs and working innovatively and collaboratively with stakeholders in order to enhance and sustain the campus environment.

The Facilities Services division constantly demonstrates a commitment to excellence in the planning and provision of services through teamwork, ongoing development of employees and identification and integration of best practices to improve efficiency and effectiveness.

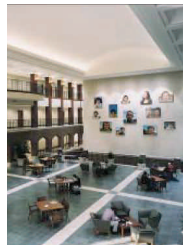
Our Vision

Saint Louis University will be recognized as having the premier urban campus in the United States. The Facilities Services division will be identified as a national leader in creating and maintaining campus facilities and serve as the benchmark against which excellence is measured at other universities. Both internal and external stakeholders will identify the University's facilities management as a key contributor to Saint Louis University's goal to be recognized as the finest Catholic university in the United States.

Our employees will be known individually and collectively for their achievements in: strategic and operational planning; superior customer service; innovation; collaboration; management of resources; and performance results.

Each employee in the division will understand the important role he or she plays in creating an exceptional campus environment that supports the recruitment and retention of students and staff. Our employees will act as responsible stewards of the University's significant facility infrastructure in balance with the Jesuit and institutional values of conserving natural resources and protecting our environment.

Strategic and Operational Effectiveness



Atrium of the John & Lucy Cook Hall

We will 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. At the same time we will deliver operationally excellent facilities services on a day

-to-day basis that are consistent with the best practices of the profession.

Stakeholder Recognition

We will gain university and national recognition for our strategic and operational contributions to Saint Louis University's goal to be the finest catholic university in the united states. We will accomplish this initiative by being operationally excellent at facilities management and by aligning with other university units to contribute to their mission and goals.

Excellence in People

We will 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 we will develop a valued, well-trained, motivated and diverse workforce that is known for its technical competence and professionalism.

Environmental Resource Optimization

We will maintain and conserve natural resources, protect our environment and do so in a sustainable manner through actions that will enhance environmental quality.

Partnering

We will identify and become actively involved with internal individuals/units and external



The Edward A. Doisy Research Center was constructed to be a "green" building.

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.