

University of Michigan – Mission

The mission of the University of Michigan is to serve the people of Michigan and the world through preeminence in creating, communicating, preserving, and applying knowledge, art, and academic values, and in developing leaders and citizens who will challenge the present and enrich the future.

VISION 2012

UMHS – Mission

To achieve excellence and leadership in Patient Care/Service, research, and education.

Plant Operations – Mission

Plant Operations, a member of the University community, maintains the physical environment and provides related services to support the university in reaching its goal of excellence in education, research, and public service.

Plant Operations - Vision

1. Continuous measurable improvement is standard
2. Recognition for excellence in service
3. Innovate leadership in facilities management
4. Equitable and honest treatment of employees
5. Diverse work community
6. Learning organization
7. Trusting atmosphere to encourage Innovation and creativity

Guiding Principles

- Service
- Integrity
- Respect for People
- Empowerment
- Innovation
- Responsibility to the Environment

Hospital Maintenance – Vision

The Hospital Maintenance Department, a member of the University Community, maintains the physical environment and provides related services to support the Hospital in reaching its goal of excellence in healthcare and public service. Hospital Maintenance includes electrical services, HVAC services, Plumbing services, and general building maintenance services.

Facilities Maintenance Strategic Direction: Four Way Focus

Plant - Hospital Maintenance Goals

Customers

Provide customer acclaimed facility services

1. FTE Support for New Space
2. **Dept. Newsletter Development**
3. **24 hr Management Coverage** (except PHM weekends)
4. **Update Web Page**
5. **Successfully Communicate Customer Survey Results**
6. Develop Area V Service Manual
7. Develop Department Photo Board
8. On-Line Viewing of Specific PM Activity
9. Identify Scheduling Opportunities of Available Staff in Providing Maintenance Support Efforts

Bold items are strategic initiatives developed from the B&F Employee Satisfaction Survey for Plant-Hospital Maintenance

Finance

Be a fiscal steward of the Univ's physical assets & work collaboratively w/the Campus comm. to dev. success within fin. boundaries through expertise of Univ. bus.

1. Review Architectural and Mechanical Design Specifications
2. Develop Shop Specific Operating Budgets with Reporting
3. Encumbrance Process for Reimbursable Maintenance Work
4. Maintain PHM Contract "Break-Even" status

People

Cultivate a work enviro. of trust & collaboration in which all employees have opportunity & a responsibility to develop to their greatest potential

1. ID Training Location for staff at Hospital
2. **Increase Communications between shops via new Scheduler/Planner Position**
3. Establishment of Archive Room
4. UH Third Floor Clean-up
5. **Dev/Imp Focused Service Groups (FSGs)**
6. List B&F core values
7. Increase Honeywell/Simplex Fire Alarm System FTE Support
8. **Conduct Employee Recognition Events**
9. Bio-Med/Maintenance Service Review
10. Honeywell Project List
11. Priority Equip. Operating Instructions (ENWAH)
12. Furniture Warranty & Standardization

Internal Business Process

Leverage technology and resources to create best in class internal business processes in facilities management

1. Initiate pt. rm. PM prog
2. Impl. fire/smoke damper PM prog.
3. Perform Yearly Code/Regulation reviews
4. **Develop Dept Training Prog. Via LearnerWeb**
5. Dev/Implement/Support Supervisor Leadership Program
6. Establish Greater Accuracy of Paychecks
7. **Advanced MMIII Business Case**
8. Succession Planning
9. Hand-Held Technology
10. Establish Campus Shared Support for Boiler Systems (Area 5)
11. Supplement Commissioning Efforts to Include Equip Tagging/Bar-Coding, & Job Plans for Priority 4 Equip for New Capital Construction Projects
12. Meet or exceed established Department operational indices
13. **Rev./edit Job Plans in MAXIMO**
14. Implement Strategic Planning Initiatives