

# UW Bothell Facilities Services & Campus Operations FY 2019 – 2022 Strategic Plan

## MISSION – WHAT WE DO

Facilities Services and Campus Operations are dedicated to excellence in the delivery of services.

## VISION – ASPIRE TO BE

One of the premier public facilities management operations, where services are provided in a sustained manner at the highest standards of quality and efficiency.

## VALUES

- Collaborative
- Transparent
- Proactive
- Customer Focused
- Diversity
- Excellence
- Respect
- Sustainability

### FOCUS ON FACULTY, STAFF, STUDENTS & COMMUNITY

Engage students, faculty and staff in all our work

Enhance our website to include service catalog, rate table, and major projects

Improve communications with our customers

Collaborate, communicate & coordinate with campus partners on projects from concept to completion

### INTERNAL BUSINESS PRACTICE

Develop standard internal processes, policies, and procedures

Develop cost analysis, budget forecast and compliance plan

Enhance campus safety culture and emergency management plans

Strengthen organizational structure with clear reporting method

### ORGANIZATIONAL CAPACITY

Create a welcoming & inclusive environment to foster collaboration and productivity

Develop onboard training and development plan

Acknowledge and recognize achievements, process improvements, and teamwork

Provide a platform for Facilities staff to engage in decision making

### RESOURCES

Support and promote the Sustainability Action Plan

Enhance Megamations functionality and interface

Enhance comprehensive deferred maintenance and asset refresh plan and schedule

