Operational Excellence

Provide optimal operations through asset-centered planning and execution

To U-M Financial Stakeholders, our critical success is achieved when our collective daily efforts:

- Preserve the long-term and maximum value of the physical campus assets
- Demonstrate individual and collective fiscal responsibility
- Reduce cost
- Eliminate waste and achieving maximum efficiency in every operation
- Deliver the right person to the right job

To U-M Facility Asset Stakeholders, our critical success is achieved when we collective provide:

- Timely and least intrusive response
- Ongoing communication and accurate information
- Uninterrupted service
- Data that is clear, complete and ‘pushed out’ by CMMS and reviewed in effective meetings with Plant representatives

Internal Business Processes and Tools

- Business intelligence for productivity and efficiency
- Planning and scheduling
- Efficient field technologies
- Compliance centered
- Real time data and analysis
- Innovative financial partnerships with high value to U-M
- Improved field accounting for work performed
- Increased influence in fiscal decisions for project development and asset management

Knowledge, Skills and Actions – Employees

Cross-functional Knowledge, Skills and Actions: Employees and Campus Community

- Refined skills and practice, tools and standards for high performance among individuals and groups
- Accountability among individuals and groups
- Communication centered
- Refined management skills and improved HR effectiveness
- Cross-functional skills in CMMS, data analysis and continuous improvement
- Hire, develop, recognize and retain excellent performers
- Cross-functional discipline to process
- Increased staff engagement
- Cross-functional knowledge of Operational Excellence

Our Mission

Plant Operations, a member of the University Community, provides and sustains the physical environment for the University to achieve its goals of excellence in education, research, and public service. Plant Operations includes Plant Building and Grounds Services, Construction Services, Facilities Maintenance, Plant Administrative Services, Utilities and Plant Engineering, Work Management, Plant Material and Moving Services, Planet Blue Operations Teams, and Plant Academy.