Guiding Principles

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

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.

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. Innovative leadership in facilities management
4. Equitable and honest treatment of employees
5. Diverse work community
6. Learning organization
7. Trusting atmosphere to encourage
8. Innovation and creativity

Facilities Maintenance Strategic Direction:
Four Way Focus

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.

Hospital Maintenance Goals

Customers
1. Development of Web Page
2. Re-locate Call Center to Hosp.
3. PTE Support for Newly Acq. Space
4. PTE Support for Laundry
5. Operational Support for Infant Security System
6. MCIT to Support Software for Infant Security System
7. PTE Support for CVC Complex

Financial
1. Improve MTBF of VSDs
2. Develop SLAs
3. Incorporate new contract language for safety & ILSM
4. Increase Project Support
5. Un-recovered Maintenance Support Dollars
6. Systems Monitoring Group to become part of Campus
7. Review Architectural Design Specifications
8. Incorporate pneumatic HVAC Controls for Non-Patient Areas
9. Competitively Bid Controls for New CVC & Women’s

People
1. Organize, shop, dwgs, & manuals.
2. Inc. Safety Talk sessions during Shop mtgs.
3. Increase Communications between shops
4. Establishment of Archive Room
5. Safety Shoe Program
6. Conduct Monthly Meetings with Individual Shops
7. Conduct Dept Meeting Semi-Annually
8. UH Third Floor Clean-up
9. CPR Training
10. Architectural Drawings Available
11. Honeywell/Simplex Fire Alarm Support
13. Develop Dept Training Program
14. Supervisory Leadership Program
15. Completes Staff DACUMs
16. Establish Greater Accuracy of Paychecks
17. Succession Planning
18. Warranty Work for Alterations Projects
19. Campus Support for Fire Alarm
20. Boiler Systems

Internal Business Process
1. Initiate pt. rm. PM prog.
2. Barcodes elec. eq./inc. job plans.
3. Fill vacant positions.
4. Impl. fire/smoke damper PM prog.
5. Initiate Stn. Trap prog.
6. Impl. waste water mgmt.
8. Develop Focused Service Groups
9. Develop Dept Training Program
10. Development Supervisor Leadership Program
11. Complete Staff DACUMs
12. Establish Greater Accuracy of Paychecks
13. Develop Dept Survey (Zoomerang)
14. Succession Planning
15. Warranty Work for Alterations Projects
16. Campus Support for Fire Alarm
17. Boiler Systems
18. Policy/Procedure Review