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.

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
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

Finance
Be a fiscal steward of the Unit’s physical assets & work collaboratively with Campus comm. to dev. success within Unv. boundaries through expertise of Unit’s 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
5. Align PHM Training Courses with Staff & applicable Focused Service Groups (FSGs)
6. Increase Communications between shops via new Scheduler/Planner Position
7. Establishment of Archive Room
8. UH Third Floor Clean-up
10. Honeywell Project List
11. Priority Equip’t Operating Instructions (ENWAH)
12. Furniture Warranty & Standardization
13. Initiate pl. rm. PM prog
15. Perform Yearly Code/Regulation reviews
16. Develop Dept Training Prog. Via LearnerWeb
17. Develop/Implement/Support Supervisor Leadership Program
18. Establish Greater Accuracy of Paychecks
19. Advanced MMIII Business Case
20. Succession Planning
21. Hand-Held Technology
22. Establish Campus Shared Support for Boiler Systems (Area 5)
23. Supplement Commissioning Efforts to Include Equip’t Tagging/Bar-Coding, & Job Plans for Priority 4 Equip’t for New Capital Construction Projects
24. Meet or exceed established Department operational indices
25. Rev./edit Job Plans in MAXIMO
26. Implement Strategic Planning Initiatives

People
Cultivate a work envir. of trust & collaboration in which all employees have opportunity & a responsibility for service to their greatest abilities

1. Align PHM Training Courses with Staff & applicable Focused Service Groups (FSGs)
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
10. Honeywell Project List
11. Priority Equip’t 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 pl. rm. PM prog
2. Impl. fire/smoke damper PM prog.
3. Perform Yearly Code/Regulation reviews
4. Develop Dept Training Prog. Via LearnerWeb
5. Develop/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’t Tagging/Bar-Coding, & Job Plans for Priority 4 Equip’t 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

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

Facilities Maintenance Strategic Direction: Four Way Focus

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

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.