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

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

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

Customers
Provide customer acclaimed facility services

Finance
- Be a fiscal steward of the Univ’s physical assets & work collaboratively with Campus comm. to dev. success within fin. boundaries through expertise of Univ. bus.

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

Internal Business Process
- Leverage technology and resources to create best in class internal business processes in facilities management

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