The University of Vermont
Physical Plant Overview

Continuous Improvement Strategy
2002 “All Hands” Meeting
Sal Chiarelli, Director
Review Of Strategic Planning Process

• Self Study Assessment
  • Meetings
  • Focus Groups
  • Surveys
  • Interviews
  • Information Analysis
Some Goals and Objectives

- Define our Mission to ourselves and to the University.
- Create a departmental Vision
- Prioritize work
- Continuously improve
- Measure results
- Build on strengths
- Improve wellness in the work place
- Each person clearly understands their role and impact
- Invest in technology and people
- More accountability
- Become a premier facilities organization
- Insist on support from everyone around campus
- Change agents at UVM
What Is Our **Mission**

- To Maintain Facilities, perform related services and provide responsible stewardship of the University of Vermont’s physical assets in support of the University’s Mission

What Is Our **Vision**

To be a highly effective facilities organization through:

- Continuous improvement and innovation,
- Maximizing resources
- Encouraging employee growth and job satisfaction,
- Promoting the values of UVM’s Common Ground”
- Supporting the needs of the Campus Community
Do More With **MORE**

- Communications
- Technology
- Planning
- Coordination
- Accountability
- Proactive work
- Measuring
- Trending
- Visibility

- Training
- Involvement
- Best Practices
- Preventive Measures
- Documentation
- Standardization
- Results
- Agility
Some Things PPD Is Doing

- New Work Order System
- New time system
- Facilities assessment
- HTHW conversion
- Self study
- Computerized drawings
- Better equipment
- Design Standards
- Operations Manual

- Employee input
- Web Site
- Email Communications
- Access to computers
- Developing Performance measures
- Interdepartmental communications
- Business partners
Why are we doing this?

• It’s the right thing to do for our customers/partners
• Customers deserve the best
• Each one of us a huge impact on the operations and the associated costs of the University
• Accountability
• Be a value added organization
What’s in It For Us

• More desirable work place
• Enjoy coming to work
• Have faith in the system
• Understanding everyone’s role
• Better training
• Safer environment
• Proud of results
• Confidence in the team
• Celebrate successes
• Reward results
What I Need From You

- Visionary
- Input
- Participate in the success of the department
- Understanding the mission/vision
- Team player
- Stewards of Resources
- Positive image
- Role models
- Trust
- Integrity

Be Open Minded

See The Need Take The Lead
The End

Thank You