

Office of Facilities

Business & Customer Services Department

Customer Focused Improvement Initiative

→ **Facilities Service Center Reorganization**

Our Facilities Service Center will consist of the newly developed Assistant Director of Customer Services who will manage the Communications Representative, Work Control and Administrative Staff. The Administrative staff will welcome our visitors from our recently renovated front office while all other personnel will be housed in the Facilities Services Building.

→ **Distribute Baseline Survey**

We will be developing a Survey Monkey to distribute to all of our customers in order to establish a baseline. The survey will cover all aspects of our Facilities organization which will enable us to detect weaknesses and place our focus on these areas.

→ **I-Service Desk Training**

We are developing an I-Service Desk training for the University community that is set to begin in March of 2015. This training will also serve as a direct line to our customers where we can assess their needs and adjust our processes accordingly.

→ **Dale Carnegie Training**

In the spring of 2015, our Supervisors and direct contact personnel will be attending a vigorous 8 week training in order to improve our overall Customer Service.

→ **Customer Concern Process**

We have trained all Facilities personnel on how to process customer concerns that are filtered into Facilities through various avenues. Once the concerns are resolved, our Communications Representative will follow up with customers to ensure that they are satisfied with the outcome.

→ **Customer Care Champion Team**

We will be setting up a "Customer Care Champion Team" made up of employees from all areas of Facilities which will strengthen the idea that Customer Service is everyone's job. This rotating team will conduct bi-annual round table meetings with various customers to discuss issues and initiatives.

→ **Events Services**

We are utilizing an Events calendar which is shared with necessary personnel in order to communicate all Events that have been approved. We are now establishing a process to follow-up with customers to ensure that they were satisfied with the set up and services at their event.

→ **Facilities Guide**

We will disseminate a Facilities Guide, both in hard copy and also on our website, which will describe our services.

→ **Customer Service Emails**

We are utilizing automatic emails to let customers know that their Work Order is complete and will soon be adding the name of the technician who they can expect to attend to their needs. The email will end with a “How are we doing?” statement identifying our new Customer Service email as the location to respond to. These responses will be added to our Monthly Operations Review Slides.

→ **Operations Review Slides**

Selected results of our Monthly Operations Review Meetings will be posted quarterly on our website in order to communicate our services.

→ **Annual Survey**

We would like to develop an annual survey that is not tied directly to a work order, but instead inquires how we are doing in general.

→ **Town Hall Meetings**

Conduct an annual town hall meeting “Facilities Partnering Meeting” which will be used to engage our customers in conversations that will enhance our relationships. This forum will serve to ensure that our customers understand our processes and also to gather feedback useful in making improvements.

→ **Day Two Training**

Develop an orientation for new employees “Day Two” which will impress upon them the vision that we have here in Facilities. This time will also be used to train them on various processes depending upon position such as timekeeping, I drive, mobile devices, uniform policy, etc.