STRATEGIC GOALS

Goal #1
Implement a comprehensive preventive maintenance program for all UTSA building systems and infrastructure.

Goal #2
Provide high quality new capital construction and facility renovations.

Goal #3
Develop and effectively manage long range Facilities construction and renovation plans.

Goal #4
Support institutional energy conservation and environmental sustainability initiatives, and continue to enhance design specifications to move toward more energy efficient and environmentally sustainable campus facilities and infrastructure.

Goal #5
Establish Facility process improvement initiatives to enhance efficiency and effectiveness of services and activities and measure progress through monthly operations reviews.

Goal #6
Develop internal hiring practices to attract, recruit and retain qualified staff committed to our vision, mission, and values, and who contribute to excellence.

Goal #7
Implement programs that support and develop students and staff, and enhance the learning environment.

Goal #8
Embrace a culture of customer service and exceed expectations of stakeholders/partners.

STRAEGIC PLAN
2010 — 2011

Office of Facilities
One UTSA Circle
San Antonio, TX 78249-0673
(210) 458-4260 • (210) 458-4266 fax
http://facilities.utsa.edu

The University of Texas at San Antonio
Office of Facilities
VISION STATEMENT

We will be the premier service organization for The University of Texas at San Antonio community through the delivery of excellence in all that we do and all that we are. The UTSA facilities organization will embrace technological advances that enhance the performance of our employees to provide first class service at affordable rates. We will provide a work environment for our employees that will nurture respect for individual responsibilities, foster an environment of integrity and provide a high quality of life and opportunities for employee growth in knowledge and skills. We will provide top quality customer service that will include: doing the job right the first time; having a positive attitude and professional appearance; and keeping our customers informed. We will work and function as a team. We will exceed our customers’ expectations by effectively listening, communicating and enthusiastically delivering timely, cost effective and high quality products and services.

MISSION STATEMENT

UTSA Facilities - Promoting learning and discovery through teamwork and excellence in facility management services.

CORE VALUES

We Value:

- Integrity
  - Honesty
  - Fairness
  - Credibility
  - Ethical behavior

- Excellence
  - Quality and Craftsmanship
  - Continuous improvement of processes and work methods
  - Efficiency
  - Effectiveness
  - High return on investment (ROI)

- Inclusiveness
  - Diversity
  - Individual dignity

- Respect
  - Value employee opinions and input
  - Meeting customer needs and expectations
  - Balancing lifestyles (work & home)
  - Nurturing individual strengths of our personnel

- Collaboration
  - Teamwork
  - Partnering and communication with customers and stakeholders

- Innovation
  - Creative solutions
  - Openness to new ideas

- Professionalism
  - Good work ethic
  - Being proactive
  - Quality performance
  - Thoroughness
  - Professional appearance