

1999 Goals & Performance Tracking
Campus Facility Services

1. Goal:
Recruit and retain qualified craft employees.

Implementation Strategy:

1. Partner with Human Resources Administration to do market analysis. (Done)
2. Devise plan for appropriate "special" salary increase which would be given outside the normal negotiations. (Done and Being Revised)
3. Communicate plan to union officials and implement by March 1, 2000.

2. Replace mainframe work management software with ASSETWORKS (the university-selected replacement. Bloomington Physical Plant has already purchased and is implementing.)

Implementation Strategy:

1. Participate in enterprise-wide project development. (In Process)
2. Develop implementation plan. (In Process)
3. Purchase software.
4. Receive conceptual training. (Done)
5. Go live by July 1, 2000.

3. Goal:
Develop career development (job enrichment) program for service maintenance employees.

Implementation Strategy:

1. Interview employees (Done)
2. Review best practices. (Done)
3. Review job requirements and associated skills (In Process)
4. Develop program and sell to the Union.

4. Goal:
Implement classroom program to improve cleanliness, maintenance and standards.

Implementation Strategy:

1. Develop inspection protocols. (Done)
2. Hire staff.
3. Develop and manage classroom budget (including furniture replacement). (Pending)
4. Conduct regular condition assessments. (Base line to begin December 1999)

5. Goal:
Develop and implement comprehensive customer service program. Program would complement ADFI Customer Service Work.

Implementation Strategy:

1. Nurture with leadership. (Ongoing)
2. Develop customer information system. (Done)
3. Create strategy.
4. Implement strategy through structure, people and technology.