Facilities Management Strategy Map: FY07-08

Vision: World Class Service

3 C's

Mission: FM creates and sustains a physical environment and service culture that advances and supports teaching, research, and outreach at the U of M.
Purpose: To make the University work
Values: Excellence, Integrity, Accountability, and Stewardship

Customer Focused

Service Quality

Customer:
To achieve our mission, how should we appear to our internal and external customers?

C-1: **Service Excellence**

C-2: **Stewardship Excellence**

Cost-Effective

Improvement Processes

Internal Processes:
To satisfy our customers and succeed at our mission, at which processes must we excel?

I-1: Build **relationships**

I-2: Be **easy to work with**

I-3: **Continuously improve** services

I-4: Make **data-driven** decisions

I-5: Identify, prioritize, & address institutional **needs & risks**

I-6: Ensure **health & safety**

Culture of Accountability

Staff Development

Learning & Growth:
To excel at our critical processes, how must our organization learn and improve?

L-1: Create a **respectful** & productive **culture**

L-2: **Empower** employees

L-3: Clarify expectations & **measure performance**

L-4: Develop, **recognize** & reward employees

Organizational Productivity

Financial:
How should we manage and allocate our resources to maximize our success in our mission?

F-1: Prioritize resources

F-2: Strengthen reporting

F-3: Shift from **reactive to proactive** efforts