

Administrative Services Bulletin: Thursday, August 27, 2009

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Facilities Services**

What's New:

Facilities Services (FS) continues to improve customer service through communication and process improvement. We have developed priorities to focus on maintaining a quality campus environment. Aligned with the direction of UAF Administrative Services, FS is committed to:

1. Continue to improve our culture of open communication
2. Be data driven
 - a. Benchmarking
 - b. Identify key performance measures
3. Continue to increase efficiencies
4. Continue sustainable efforts

In the past several months we have accomplished the following:

- Uniforms (shirts) are available to FS staff on a voluntary basis.
- Alumni Drive will be paved and back to two lanes by September 15th. The first phase of the electrical distribution renewal project is expected to be complete by late October.

What's Next:

Listed below are several projects in the works at Facilities Services:

- Developing small groups to identify Performance Measures and sustainability tasks
- Continue progress with:
 - Converting FS web site from an organizational oriented structure to a service oriented structure
 - Development of annual report
- Customer service survey in September 2009

For additional information contact Facilities Services on the web www.uaf.edu/fs or call 474-7000.