

FY15-16 FS Strategic Initiative Planned Action Report

Strategic Goal	Objective	Planned Activities Initiatives KPIs
Achieve Operational Excellence	Improve customer service	Conduct a DFS customer service survey in Fall of 2015; utilize APPA standard survey and review results with campus departments and FS Staff. (USE KPIs to measure against peers)
	Prepare for growth	Establish 5yr growth plan for staffing and budgetary needs. (Set Baseline and measure actual vs. planned on annual basis)
	Share expertise and services	Engage in Academics through lectures on Engineering, Sustainability and Biology and work with Faculty to establish internship programs that will benefit the Students and FS.
	Succession planning	FS Managers and Supervisors continue to provide opportunities to those within as they arise; encourage and guide those under us that show a willingness to learn and offer opportunities for experience where feasible. (Use KPIs to measure % of positions filled with internal candidates VS. external)
Attract and Retain a Diverse and Talented Staff	Create operations manuals	Continue the development of Operating Guidelines and Manuals – Package SOPs and Guidelines into an interactive tool (Manual) for all to use – set reoccurring dates for periodic reviews.
	Foster entrepreneurship	Hold annual strategic planning events with staff and engage / empower employees to identify improvement plans and initiate plans where practical.
	Offer robust development opportunities	To identify skilled training opportunities and discuss them with staff during their evaluations; request a skilled training budget annually and provide the training as planned.
	Community building	Hold regular team and morale building events that are not work related i.e. horseshoe tournaments, over the line competitions etc. Offer an extended lunch on quarterly bases for such events – periodically invite other departments to participate.
Enhance Resources	Document processes	Have staff develop/write down processes for critical work performed and train others once developed; enter new processes into FS SOP Manual.
	Implement online, web-based, self-service solutions	Through MyCI and our webpage – set up annual training calendars (Safety and Skilled) with links to documents for all to utilize. Set up quick training videos such as “How to use your 1Card plus Pin for Automated Door Locks)
	Streamline processes for timeliness and efficiency	Encourage Process Mapping and Lean Strategy Techniques to streamline processes where feasible.
	Improve reporting	Create a shared calendar due dates that can be viewed in advance to allow more time for reporting needs.
Enrich Communications	Improve websites	Provide annual updates and reviews – hold third party reviews through periodic surveys.
	Increase the variety of communication tools – FAQs, online newsletters, annual disclosures, collaboration tools	Continuous Development of a robust webpage that offers interactive tools for staff and users.