

Implementation Plan:

In Progress
Complete
To Implement

Activity	Pillar	Responsibility	Start Date	End Date
Connect staff to FM mission through <ul style="list-style-type: none"> • Guest speakers at FM All-hands meetings • FM updated in-person onboarding • Terrapin Strong training 	Education	Strategic Initiatives FMHR	In progress	Ongoing
Implement customer service training for <ul style="list-style-type: none"> • Frontline staff • Managers • Leaders 	Education	Strategic Initiatives	Spring 2024	Spring 2025
Create a Training Manager position to coordinate FM-wide learning	Education	Strategic Initiatives	Spring 2024	Ongoing
Establish communication standards	Education	Comms	Spring 2024	Fall 2024
Connect FM work to UMD mission through town halls, students, etc.	Education	Strategic Initiatives	Fall 2024	Ongoing
Provide AssetWorks training	Education	SHIFT project	Spring 2024	Ongoing
Develop customer survey tool	Education	SHIFT project		
Implement signage standards <ul style="list-style-type: none"> • Door hangers • Project signage • Fleet vehicle walkway signage (WOW) 	Comms	Comms OM&U	Winter 2023	Complete

<p>Recognize staff for excellence in customer service</p> <ul style="list-style-type: none"> • FM Shines awards shared on website and in FM-All meetings • Customer service award category at Appreciation Luncheon 	Comms	Strategic Initiatives	Fall 2022	Ongoing
<p>Continue AVP/Dean’s meetings</p> <ul style="list-style-type: none"> • Bob regularly meets with deans to provide updates, discuss new projects, and answer questions 	Comms	AVP	Fall 2022	Ongoing
<p>Update website</p> <ul style="list-style-type: none"> • FM’s website has completed a relaunch that includes a customer-centric focus, enhanced navigation and improved accessibility 	Comms	Comms	Summer 2023	Complete
<p>Develop SHIFT Customer Service Portal</p> <ul style="list-style-type: none"> • Easy navigation and transparent processing of work tickets are a central focus of the ReADY Request customer service portal 	Comms	SHIFT project	Fall 2023/Winter 2024	Spring 2024
<p>Create FM Service Guide</p>	Comms	Comms	Spring 2024	Summer 2024
<p>Establish regular AFO/FM Leadership meetings</p>	Comms	Strategic Initiatives	Fall2023/Winter 2024	Ongoing
<p>Share FM progress through an annual report</p>	Comms	Comms	Spring 2024	Ongoing
<p>Develop customer-focused newsletter</p>	Comms	Comms	Fall 2024	Ongoing
<p>Establish social media channels to quickly share outages and other notifications and to share good news stories</p>	Comms	Comms	Winter 2024	Ongoing
<p>Write Service Level Agreements (SLAs) for all FM services:</p>	OM&U BL&M	SLA Project Team	Fall 2023	Fall 2024

<ul style="list-style-type: none"> Clearly delineated services (basic and optional) Description of services Service costs and time-to-complete estimates Service provider responsibilities Pathway for escalation of issues Customers with appropriate contact 	<p>FBO</p> <p>Comms</p> <p>Strategic Initiatives</p>			
<p>Launch AssetWorks</p> <ul style="list-style-type: none"> Through its implementation, staff will revise and improve work processes and SOPs with attention to enterprise-wide and customer service best practices 	Process/Operation	SHIFT Project	Spring 2024	Ongoing
<p>Hire and expand Facility Manager role</p> <ul style="list-style-type: none"> Facility Managers provide a zone/building- based FM key point of contact for all facility-related issues 	Process/Operation	OM&U	Fall 2022	Ongoing
<p>Adopt Project Fee (10%) Initiative</p> <ul style="list-style-type: none"> Beginning in Spring 2023, a 10% maximum project fee will be implemented on all projects less than \$1M 	Process/Operation	AVP	Spring 2023	Complete
<p>Implement recommendations from small project delivery study</p> <ul style="list-style-type: none"> Recommendations will be implemented that enhance customer service and allow small projects to be executed in a timely fashion 	Process/Operation Process/Operation	P&C OM&U	Summer 2023	Ongoing
<p>Develop and launch Wheels Off Walkways (WOW) Standard Operating Procedure</p> <ul style="list-style-type: none"> This includes establishing approved walkway activities, developing walkway signage, implementing a communications plan and establishing expectations and 	Process/Operation	OM&U	Spring / Summer 2023	Complete

metrics				
Increase staffing (or examine manager/front line staff balance) in needed areas to deliver FM commitments to campus	Process/ Operation	FMST FMHR	Fall 2024	Ongoing
Share HR policy regarding promotions to ensure our hiring practices are transparent	Process/ Operation	FMHR	Winter 2024	Spring 2024
Review zone structure and work towards a model that supports customers and timely resolution of concerns/request	Process/ Operation	OM&U BL&M	Fall 2023	Fall 2024
Rewrite PRDs to include customer service goals and expectations for every staff	Process/ Operation	FMHR	Spring 2024	Fall 2024
Rewrite job descriptions to include customer service expectations for every position	Process/ Operation	FMHR	Winter 2024	Spring 2024