



What is “Facilities Forward”?

You may have seen our new Facilities Forward logo on various communications across campus lately, and you will definitely see it a lot more in the coming months.

Facilities Forward is the name of our new quality improvement initiative within Facilities Planning and Management. This is a multi-year project where we are seeking to improve our processes and services.

This initiative began with holding focus groups with Facilities personnel to discuss current processes and how we can improve. As the saying goes, “Service begins at home,” and we are exemplifying that by strongly evaluating our in-house processes and procedures. This phase of the project is currently underway and we are gaining valuable insight from our staff.

The next phase will include a customer satisfaction survey, where we will seek honest and constructive feedback regarding our customers’ level of satisfaction with services provided by Facilities.

We are very excited about this initiative and look forward to hearing your feedback and engaging with the campus community as we strive to improve our level of service.