

Facilities Management Department

Key Business Drivers and Our Vision

1. The Facilities Management Department is committed to achieving excellence in three “key business drivers”. These three themes are critical to the success of our organization:
2. **Teamwork:** We must work together as a Team of teams in order to complete our mission and achieve our vision. A spirit of teamwork and cooperation must permeate the organization and drive our daily operations. This applies both internally to the organization and externally to our relationships with our customers and suppliers.
3. **Customer Service:**
Facilities Management is dedicated to delivering quality products and services on time, under budget, and in the right quantities.

It is equally important that we consistently communicate status changes in our production and service schedules to our customers. Communication is the key to successful customer service.

4. **Continuous Improvement:** We must strive to continually improve all aspect of our organization and operation. This includes streamlining processes, exploiting technology, and optimizing resources.
5. **Vision:** Excellence in these key business drivers will lead to success in achieving our vision. Our Vision Statement is intended to describe a future state of existence (in the year 2011). It incorporates the organization’s values and reflects its mission. It says how good we want to be and what we intend to do. Its purpose is to focus direction and give meaning to day-to-day activity.

The Vision of the Facilities Management Department at the University of North Carolina at Charlotte is:

*A leader in Facilities Management
distinguished by safety and excellence
A proficient, responsive, and adaptable ‘Team of teams’
Providing high quality services and facilities in an environmentally sustainable manner
Creating a campus of distinction*

Philip M. Jones
Associate Vice Chancellor
Facilities Management