Mission Statement:
As professional employees of Custodial Services, we support the University of Iowa by creating a physical environment that is clean, safe and conducive to learning and research in accordance with University policies, values, and best practice standards.

Vision Statement:
Our vision is to be recognized for our excellence in facility cleanliness, our passion for customer service and as the place where people want to work.
May 2017

**Standardization**
- Training Manual Updates
- Equipment Audit & Inventory Update
- Chemical Standard Verification
- Automation of equipment repair records

**Strategic Operational Leadership**
- Assistant Managers Assignments
- Associate Director Assignment Andy Bruckner
- Training Specialist and Program Development
- Leadership Development for all Custodial Leaders

**Operational Challenges for Facility Coordinators**
- Replaced inefficient safety process
- Evaluate paperwork process
- Directly involve FSC in new building turn over
- Custodian II Floor Audit Project

**Organizational Structure**
- Every vacancy is an opportunity to refine current staffing
- Quality Assurance Program
- Area/Building “Check-Up”

**Partnership with SupplyWorks**
- Single Vendor Award
- Partnership with UI Purchasing
  - Led by Huron Consulting
  - Kickoff 2/16
  - Award 8/16

**Customer Focus**
- Development of Service Agreements based on customer needs
- Shared Governance Process to define Service Levels
- Small Group Building Coordinator Meetings

**Data Definition, Collection and Analysis**
- Service Time Data

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**Facilities Management**
The University of Iowa
CUSTODIAL SERVICES RE-ORGANIZATION

Why does this matter to me?
Part of the plan in 2016 - take Custodial Services to the next level

• A PLACE FOR EVERYONE
  – No lay offs, No one being forced out, No “bumping” out of positions
  – Timing

• FAIRNESS
  – Jack Hug (41 Things)
  – Span of Control
  – Closer work groups creates TRUST-TEAMWORK
CUSTODIAL SERVICES RE-ORGANIZATION

• OPPORTUNITY
  – Career Ladder – CI Lead, Supervisor, Training Manager, Assistant Manager, Manager
  – Employee retention – a place where people want to work

• CONSISTENCY
  – Defined roles across the organization
  – Training, Supervision and Job Satisfaction
  – Staff Development
## CUSTODIAL SERVICES RE-ORGANIZATION

<table>
<thead>
<tr>
<th>BEFORE</th>
<th>AFTER</th>
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<tbody>
<tr>
<td>DAN</td>
<td>NEW</td>
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<tr>
<td>LYNNE</td>
<td>ANDY</td>
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<tr>
<td>CUSTODIAL MANAGER</td>
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<tr>
<td>TIGER LOWN/JEFF RAJTORA</td>
<td>TIGER LOWN/JEFF RAJTORA</td>
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<tr>
<td>9 FSC</td>
<td>5 ASSISTANT MANAGERS</td>
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<td>21 SUPERVISORS</td>
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<tr>
<td>210+CI</td>
<td>21 LEADS</td>
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<td>210+CI</td>
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<td>TRAINING MANAGER-JOSH SMITH</td>
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CUSTODIAL SERVICES IN FACILITIES MANAGEMENT

QUESTIONS