

CUSTODIAL SERVICES IN FACILITIES MANAGEMENT

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

Current Service Levels

Training Manual Updates

Equipment Audit & Inventory Update

Chemical Standard Verification

Automation of equipment repair records

Automation

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

Quality Assurance Program

Custodian II Floor Audit Project

Bi-Monthly

Organizational Structure

[Dashed box]

Every vacancy is an opportunity to refine current staffing

[Dashed box]
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

[Dashed box]
Development of Service Agreements based on customer needs

[Dashed box]
Shared Governance Process to define Service Levels

[Dashed box]
Small Group Building Coordinator Meetings

Rebalanced FSC Assignments

Service Time Data

Data Definition, Collection and Analysis

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

BEFORE	AFTER
DAN	NEW
LYNNE	ANDY
CUSTODIAL MANAGER	
TIGER LOWN/JEFF RAJTORA	TIGER LOWN/JEFF RAJTORA
9 FSC	5 ASSISTANT MANAGERS
33 CII	21 SUPERVISORS
210+CI	21 LEADS
	210+CI
	TRAINING MANAGER-JOSH SMITH



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QUESTIONS