### CUSTODIAL SERVICES IN FACILITIES MANAGEMENT

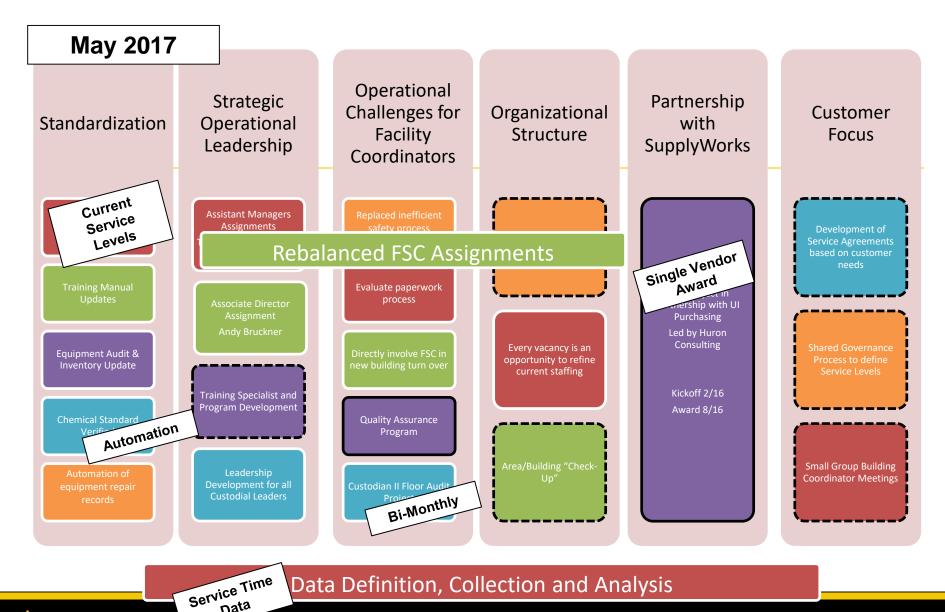
#### **Mission Statement:**

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**.





Data Definition, Collection and Analysis

Facilities Management THE UNIVERSITY OF IOWA

Data

### **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



## CUSTODIAL SERVICES IN FACILITIES MANAGEMENT

# QUESTIONS

