



STRIVING FOR EXCELLENCE

2018 FACILITIES OFFICERS
CONFERENCE

AGENDA

- History: “Campus For the Future”
- Application Timeline
- Award Pillars
- Info. Gathering Process
- Site Visit: Interviews
- Site Visit: Tours
- We Won! (Now what?!)
- APPA Award Video

CAMPUS OF THE FUTURE VIDEO

<http://imagine.gatech.edu/downloads/CFF/>



THE CAMPUS FOR THE FUTURE



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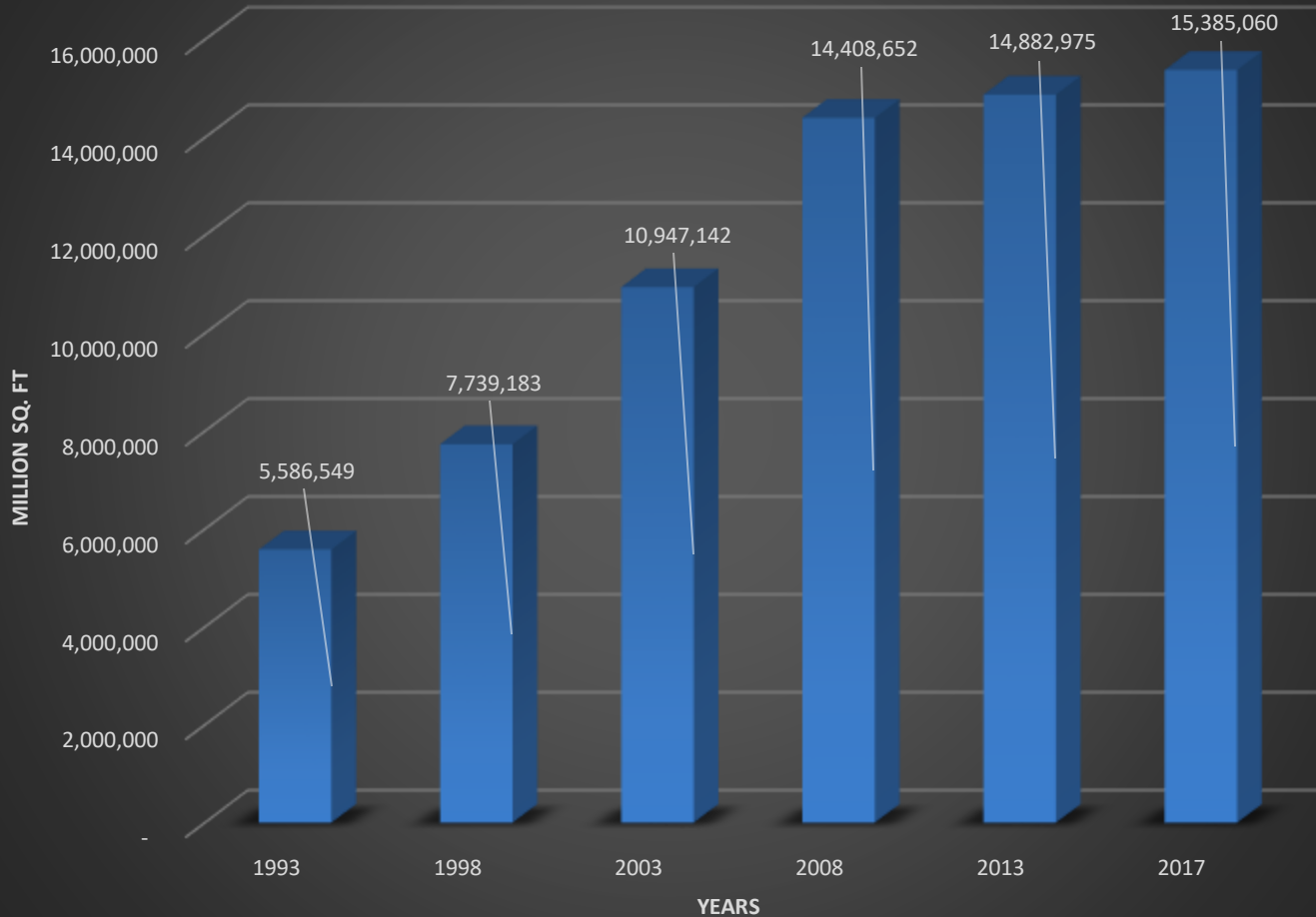


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HISTORY

GT Campus Growth



175%
Growth in
23 years!

IMMEDIATE TIMELINE



7 AWARD PILLARS

Leadership

- 8 sub-areas
- 150 points
- “Performance measures at each level of the organization are clearly defined.”

Strategic & Operational Planning

- 11 sub areas
- 150 points
- “Goals and key performance measures are understood by all and periodically reviewed.”

Customer Focus

- 6 sub-areas
- 150 points
- “Surveys, tools and other methods are used to identify customer requirements, expectations and satisfaction levels.”

Information & Analysis

- 7 sub-areas
- 100 points
- “An effective facilities inspection or audit program is in place that provides a regular appraisal of facilities, conditions, identified repair needs and quantifies facilities maintenance resource requirements.”

Development & Management of Human Resources

- 11 sub areas
- 100 points
- “Training programs provide for new employee orientation and technical skills enhancement for all staff.”

Process Management

- 9 sub areas
- 100 points
- “Design guidelines that incorporate such elements as energy consumption, operating costs, environmental concerns, maintainability, accessibility and safety have been prepared, updated and are utilized.”

Performance Results

- 7 sub areas
- 250 points
- “The appearance of the buildings and grounds is in keeping with the surrounding community as well as the desired image of the institution.”

INFO GATHERING PROCESS

- Identify affiliated topics and programs.
- Align appropriate departments.
- Work with leadership to ID assigned personnel in each department.
- Remember that there are 60 sub-topics!
- Consider how to leverage all existing “supporting documentation”.
- Get into Project Management Mode: Set up a schedule of meetings and internal deadlines.



INFORMATION GATHERING (6 MONTHS)

5.0 Development and Management of Human Resources									
Category	Project	Secondary Stories	Responsible Dept.	Steps	Next Due Date	Contact Person	Supporting Documents	Questions for Execs/ Notes	
5.10	JCCS Code		OHR			Human Resources- Jeffrey Maynard		Human Resources is comparing job titles to what the employee is actually doing- comprehensive project	
5.2.1	Institute wide and facilities Management new employee orientation		OHR & HR Biz Partner			Jeffrey Maynard	Ask Jeff Maynard for copy of employee orientation		
5.2.2	technical skill enhancement; ongoing training for GreenSeal; new program called BOC for building maintenance, occupational safety training	Landscape university?EH&S?	OHR, Util. Maint., Bldg. Maint.	List of all in-house training		Jeffrey Maynard; Casey Charepoo; Juan; ask Hyacinth about training requirements	overview of landscape university from newsletter	include frequency, title of who attends, quantity of people who attend, and level; landscape university video- see Newsletter	Ask Mark about more technical training
5.30	employee relations, staff meetings, email distributions, inside facilities, annual reviews		Ass't. to Executive.	Identify supporting docs.		Cheryl Kelley	Newsletters, employee relations meeting notes		
5.40	Describe Jerel's department including # of staff and positions, activities and duties	accident review committee	EHS: Occupational Safety	Show Jerel the exact wording of question and example		Jerel Harris	*** Review safety Training under https://www.ehs.gatech.edu/general ; Ask for meeting schedule and/or notes from accident review committee; ASK Jerel	Need Sr. level Review	

SITE VISIT: INTERVIEWS

- More is better...
 - 14 total interviews
 - Broke APPA committee into 2 groups
- Included Broad Mix of Interviewees:
 - Customers
 - Executives
 - Staff

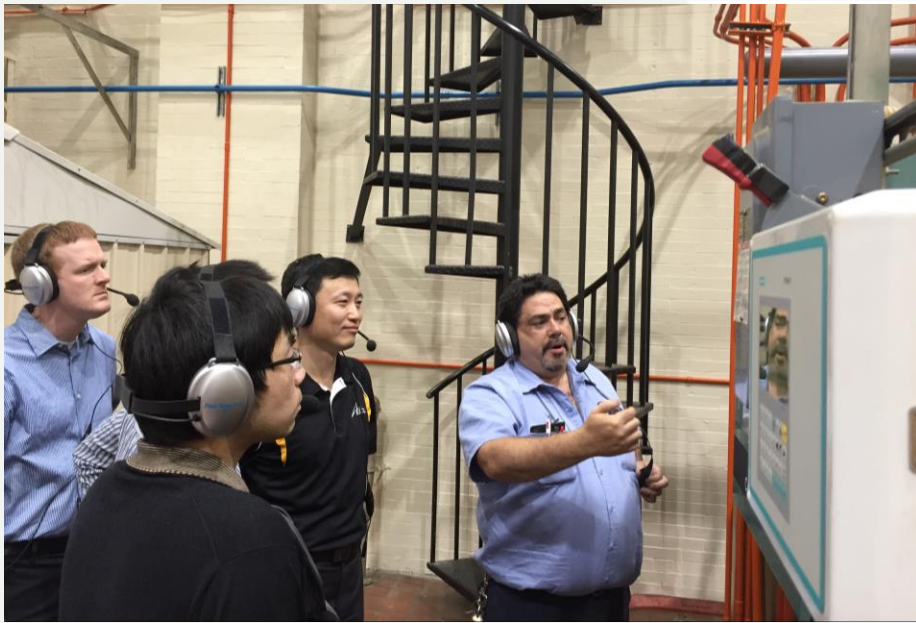
SITE VISIT: CAMPUS TOUR, COMBINED DEMONSTRATIONS



SITE VISIT: CAMPUS TOUR, COMBINED DEMONSTRATIONS



SITE VISIT: PLANT TOUR & DEMONSTRATION



WE WON! – NOW WHAT?

Required to submit a 3-5 minute video.

- DO NOT UNDERESTIMATE how much time this will take and who should be getting it done.
- We had to fire a vendor 2 weeks before due date and transfer all video assets to a new editor!

APPA VIDEO

<https://youtu.be/pCBRzlr4uvo>



SUMMARY

- Success is built upon years of effort.
- Assure that your raving fans- both customers and staff- can articulate Facilities' value.
- Understand the work load required.
- Don't underestimate the difficulty of the video!



THANK YOU!

Chuck Rhode
Vice President
Facilities
Management

Jessica Rose
Associate Director
Facilities:
Analytics &
Communications