

Organizational Excellence Leadership Council Meeting Summary Tuesday, June 24, 2014

Attendees: Rick Myers, Hossein Haj-Hariri, Christina Morell, Jim Matteo, Bob Pianta, Nancy Rivers, Thomas Gorski, Lee Baszczewski, Mary Brackett **Guests:** Mark Webb, Don Sundgren, Annette Cyphers, Chris Smeds
Absent: Virginia Evans, Tamara Sole, James Adams, Sarah Collie, Erika James, Rick Kovatch, Chris Holstege

Facilities Management Benchmarking

The Facilities Management team presented comparison performance data in select functions. They began by sharing general information about the unit in terms of staffing and expenditures.

Operations and Maintenance

These data were from the APPA Facilities Performance Indicators data set and included a self-selected peer group of institutions. Performance measures were in 5 categories – General, Grounds, Custodial, Maintenance, and Administrative.

Facilities emphasized that the reinvestment rate and staffing have remained relatively steady despite growth over the past 8 years in the number of square feet maintained.

Low levels of outsourcing were discussed as well as the underlying reasons for areas of comparatively high costs or low productivity.

Planning and Construction

The emphasis was on cost comparisons (design costs, project management costs, and total construction costs) to similar internal projects rather than against peers. Improvement opportunities include an ongoing project to replace the construction project management system with an emphasis on improved budgeting, scheduling, and reporting.

Facilities Management Benchmarking Recommendations

Facilities Management shared a set of recommendations with the OELC.