Facilities and Planning Mission Statement

The mission of Facilities and Planning is to consistently contribute to EWU’s mission and reputation as a safe, healthy, attractive place to learn, work, live, play and visit.

We achieve our mission by consistently investing available resources in the areas of Facilities Maintenance, Facilities Services, Construction and Planning, and Sports and Recreation, and providing professional trained dedicated staff support.

Focus on Results

From a positive sense of teamwork and camaraderie among employees to the pride shown in keeping the grounds, buildings and other campus amenities in excellent condition, the Facilities and Planning Team is continually achieving results on behalf of the students, faculty and staff at Eastern Washington University.

Facilities and Planning Division
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In 2003, the Facilities and Planning Division began a planning process designed to improve communication among employees in the division, foster a closer sense of teamwork and focus the efforts of the division on clear, quantifiable results that show value to the division’s customers. That process has been facilitated by The Results Group, Ltd., a professional management consulting and training firm, and has been embraced by the employees of the division in a fashion that has produced results above and beyond expectations. The process has included a number of elements:

- Revisions to the division’s Mission Statement and creation of a series of objectives designed to focus the entire team on moving forward to a common destination;

- Creation — by employees — of a series of “Team Rules” that detail what it takes to be an effective team member within the division. Employees monitor each other on team behaviors using these “Team Rules”;

- Quarterly, facilitated work sessions for employees to report progress toward objectives and map a course for the upcoming quarter;

- Development of Action Plans by employees to focus on improvements in communication, involvement in decision making, job performance reviews and more.

The division’s planning process has at its core a focus on clearly defined leadership principles and The Four Results That Matter presented by The Results Group, Ltd.

**The Four Results That Matter©**

- **Employee Safety is at the Top of the List — All the Time Every Time;**

- **Adequate, Sustainable, Dedicated Funding;**

- **90% Employee Satisfaction with Job Related Conditions;**

- **90% Customer Satisfaction with the Quality and Quantity of Our Services.**

The division focuses on following key leadership principles learned in training with The Results Group, Ltd. These include:

**LEADERSHIP** is valued as a personal obligation shared by every member of the Facilities and Planning team. Leadership is not merely or automatically a function of rank, position, title or tenure within the University;

All members of the Facilities and Planning team are committed to demonstrating **LEADERSHIP** by positive, effective, team-oriented example – in their personal lives, professional expertise, interactions with students and their families, and through inspiring others to adopt positive, effective choices that promote Eastern Washington University’s reputation as a safe, healthy, attractive place to learn, work, live, play and visit.

A final leadership principle used to guide the division’s activities: “**All members of the Facilities and Planning Team recognize that LEADERSHIP must be earned through consistently demonstrating that we add value to the positions we hold and that the Facilities and Planning Division adds value to the lives of students and to the taxpayers of the state of Washington.**”

Facilities Team Members:

- Focus on their part in helping the University meet its enrollment goals;
- Help the University meet its goals for student satisfaction;
- Contribute to the University’s positive reputation.

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