Facilities Management Town Hall Agenda April 2016

- Greeting
- Celebrations
- Our Mission and Vision
- A Practice of Listening
- An Ounce of Prevention
- Key Initiatives Updates
- Top Project Updates
- Wrap Up
- Questions and Answers
HELLO
my name is
• We had 11 employees receive “Commendations for Excellent Service” from the President’s Office in the 1st quarter of this year!
• Motor Pool/Electronics Recyling joined the FM team
• The Sailing Center achieved LEED Gold!
• We hired 2 new Assistant Journeyman Painters so far from our inaugural City of Evanston / Northwestern Skilled Trades Trainee program.
mission [mish-uh n]: noun
1. any important task or duty that is assigned, allotted, or self-imposed
2. an important goal or purpose that is accompanied by strong conviction; a calling or vocation

vision [vizh-uh n]: noun
1. the act or power of anticipating that which will or may come to be

The purpose we are here to serve
That which we strive for
Mission

We Build and Maintain a Northwestern that Educates, Enriches & Engages
Vision

We Will Deliver Effective And Reliable Services As a Collaborative And Valued Partner
We build and maintain a Northwestern that educates, enriches, & engages

We will deliver effective and reliable services as a collaborative and valued partner
Listening Tools

Client Feedback

Program Review

FM Staff Survey
What we heard:
Clients and reviewers’ findings were consistent with our self-assessment

We are consistently recognized as:
• Committed to Northwestern University
• Passionate
• Engaged
• Skilled
• Respected
• Valued
• Responsive

When we are at our best, we are:
• Proactive
• Client-Centered
• Superb Communicators
• Transparent
• Accountable
• High Value
• Easy to work with
• One FM Team

But sometimes we can be:
• Reactive
• Challenging to navigate
• Siloed
• Weak communicators
• Costly
We are changing:

- Revised Mission and Vision
- Master Planning and Public Space Program
- Tool and Inventory Management
- Service Fleet Improvements
- Focus on Collaboration
- New Integrated Software Platform
- Focus on Preventive Maintenance
- Active Listening
Taking the Initiative
FM Updates
An ounce of prevention is worth a pound of cure.

-Benjamin Franklin
Preventive Maintenance

Planned Work Performed on Capital Assets such as Buildings and Fixed Equipment that Helps them to Operate for their Originally Anticipated Life.

60% Preventive + 40% Predictive + Reactive = 100% Performance!
Preventive Maintenance Completion

- KPI goal is 95% completion of PM work orders within 30 days of scheduling
- f(staffing, funding, CMMS functionality, shut-down feasibility)
- Initiatives: Nov’15 EVENG PM restart, improve workflow with FAMIS mobile app, planning, scheduling, and real-time monitoring of work by RE, schedule adjustment
Evanston Master Planning Process
Sasaki & Associates
Managing Data and Processes with New Software

GOAL: An integrated software solution ensuring ease of use within and beyond Facilities Management

• Standardize processes
• Integrate IT enterprise systems
• Track and measure performance

STATUS
• Finalizing Software Selection in April, 2016
• Begin Implementation Summer, 2016
• Business Process Redesign

Systems and Processes Involved:
FAMIS
SIMS
Projecto
Business Processes
New Technical Specifications

New Technical Specification for Construction and Renovation Projects on the Chicago and Evanston Campuses are being designed

• Architecture, Site, Civil, Utility and Building Systems, Sustainability, Commissioning
• Desired Outcomes:
  ✓ Enhanced Asset Management
  ✓ Efficient Document Review
  ✓ Reduced Inventory
  ✓ Project Turnover
Drawing Request Process Improvement

Campus & Space Information
AutoCAD Drawings
Building / Site Records
Floor Plan Revisions

Requests for Information / Service

Aerial Photography
Room Number Requests
Project Deliverables
Campus Maps

Requests for Information / Service

fmdrawings@northwestern.edu
Northwestern San Francisco

- Medill School of Journalism Media, Integrated Marketing Communications
- McCormick School of Engineering
- Alumni Relations and Development
- University Event and Assembly Space
New Space in Chicago: 303 E. Wacker
Chicago Campus Growth: 345 East Superior

- Purchase Sale transaction to close approximately 4/2017

- Rehabilitation Institute of Chicago to lease two floors

- Planning in progress for future Northwestern use
Safety First

FM Injuries Through 1st Quarter 2016

2015: 18 Injuries
2016: 1 Injuries

Sprain - Strain
2015
Building a Future
Top Project Updates
Kellogg Global Hub – 2017
Kuwabara Payne McKenna & Blumberg
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Lakefront Athletics & Recreation Complex – 2018
Perkins + Will
New Residence Hall – 560 Lincoln St. – 2017
William Rawn Architects
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William Rawn Architects
Mudd Hall Laboratory Expansion – 2018
Flad Architects
Wirtz Center Renovation & Addition – 2017
Cannon Architects
Simpson Querrey Biomedical Research – 2019
Perkins + Will
Wrap Up

• Next Time:
  – Northwestern’s New Look: Branding
  – A Growing Relationship: Northwestern and Our Communities
  – Parking: What Contractors and FM Staff Need to Know
Northwestern University is a proud ENERGY STAR Partner, and each of us has a role to play in energy conservation at home and at work.

Recycling has shifted to a single stream model, be sure to pitch in and learn what should be recycled.

Earth week is April 17-23, with activities planned throughout Evanston campus, including a tree planting event on April 29th.

Get Involved!
Visit the Office of Sustainability’s website for details and to learn more:
www.northwestern.edu/sustainability/
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We will deliver effective and reliable services as a collaborative and valued partner
Have a safe and joyous summer!

There’s an FM team ball cap for each of you as you leave today. You’re welcome to wear them on the job or on the field.

Go Team!