VISION AND MISSION

Organizations with clearly defined Vision and Mission statements that are aligned with a strategic plan WILL always outperform those who do not.

FS VISION
To provide exceptional services and facilities.

FS MISSION
To effectively and efficiently provide stewardship of buildings and lands to support the faculty, staff, and students in the pursuit of excellence in their individual and institutional, academic teaching, research, and community objectives.

A clear, concise vision can be a powerful tool and motivator when it is highly visible within the organization. Employees can rally behind a common goal that clearly benefits themselves and the organization. A clear mission, likewise, can help improve employee satisfaction and productivity. When an employee knows what is expected of them, they enjoy a greater sense of purpose, and can better focus on daily tasks that will help them realize role and organization-related goals. We strive to meet those goals each and every day. That is our commitment to you.

Discovery is seeing what everyone else has seen, and thinking what no one else has thought.
ALBERT SZENT-GYÖRGYI
I am excited to know we have commenced our journey down the Operational Excellence path. Opportunities surround us. We just need to reach out and seize the opportunity to change things. Together we can make great things happen.

We recently published our Facility Services Annual Report and I was reminded of all that we have accomplished. I hope you take pride in the good work that you do. We tend to forget how often our group is praised and respected by those around us. I also believe we don’t thank each other for a job well done. So let me change that.

Thank you. Thank you to each and every one of you. I appreciate your hard work in all that you do to make the SFU community great.

This is just the beginning. Over the next few weeks, all of Facilities Services staff are going to get involved in making change happen. It’s going to be an exciting time for all of us. Stay tuned!

Idea Generation Event

By now most Facilities Services staff in Burnaby, Vancouver and Surrey will have been trained in the Fundamentals of Operational Excellence, thus providing a common language for improvement.

As you may recall from the training, Kaizen is a Japanese word that means “change for the better”.

Kaizen events are focused on short (less than a few days) breakthrough events that generally include:
1. Defining the problem
2. Documenting the current state
3. Brainstorming and developing a future state
4. Approval and Implementation
5. Measuring and validating
6. Celebrating success!

During your training, we mentioned that we will be holding an Idea Generation Event. This is an outstanding opportunity for all staff to identify potential improvements in our work tasks and processes. Some of these improvement opportunities will be implemented via our Kaizen events that we will be scheduling later this fall, while others will be led by our Green Belts using the Lean Six Sigma methodology. We hope that the Idea Generation Event will generate over 1000 ideas!

In September, the Leadership Team will then group all of these improvement ideas into two main categories:
- Ideas that will require the expertise of the Lean Six Sigma Green Belt practitioners (who will facilitate teams through the Define/Measure/Analyze/Improve/Control (DMAIC) improvement methodology).
- Ideas that will be handled through the use of Kaizen methodologies. Kaizen Events are usually very short duration (half-day) improvement events that are designed to achieve a very rapid improvement in an area that’s important to our staff.

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2 hrs – 2 days

Idea Generation Event

Coming in August . . .
You’ve Got Mail...
Making mail delivery more efficient

A team of Facilities Services staff was selected for training and certification as Lean Six Sigma Green Belts (LSSGB). In order to become certified, the team had to successfully complete the intensive 5 days of the training course, a 3 hour written final exam, and a process improvement project.

Each of the participants had to identify a suitable project, for which a senior Leadership team member was appointed as a sponsor.

Today we highlight one of the participants, Louis Ballarin. Louis noticed that mail delivery runs were taking longer than they should be. Prior to the project, the 3 mail delivery runs would complete around 12:20 each day. Louis thought we could do better. His objective was simple and straightforward - **To reduce time to complete mail deliveries.** To ensure success his solution was to balance the delivery points of the 3 delivery runs such that there is an equal balance between the 3 runs and that they’re complete at the same time.

So he started on measuring current delivery points, factoring in constraints such as delays caused by traffic routes. Working with 4 other team members: Stephen Marshall, Wendy Wong, Jim Christian, and Bob Dutta, Louis was able to analyze the current workflow, determine the most probable causes for the delays they were encountering, and develop a solution.

The Result: By balancing the 3 delivery runs, the runs can now be completed by 12:00. The project therefore reduces the delivery runs by about 20 minutes each day, provides better and more consistent service to our customer (all mail delivered by noon), and allows our staff to better plan their lunch break.

We want to thank Louis for his hard work and desire to make improvement happen within the organization.

Louis would be happy to talk about his experience, about the Lean Six Sigma Green Belt Program and how he can help you achieve improvement in your area. Take a moment and speak with him; he will be happy to share his experience!
Our Values

TRUSTWORTHY
• You can count on us to provide you with the best advice that addresses both your short term and long term needs.
• You can rely on us to deliver the best solutions effectively and efficiently.

INNOVATIVE
• We are continuously looking at better ways to improve our services and the ways that we deliver our services.
• We work with our clients to introduce new, original and state of the art solutions to maintain, repair, enhance and build the teaching, research and social environments of the University.

CARING
• We care that the SFU experience is welcoming and positive.
• We gain fulfillment by excelling at the work that we do and the relationships that we make.

JOY
• We take pride in our stewardship of the University’s assets.
• We enjoy being stewards.
• We try to have a little fun in carrying out our daily work.

RESPECTFUL
• We have a profound respect for the University’s assets.
• Our respect includes our clients, and their needs.

INTEGRITY
• If we say we’re going to do something, we do it.

Our Guiding Principles

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<thead>
<tr>
<th>GUIDING PRINCIPLE</th>
<th>OPERATIONAL DEFINITION</th>
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<tbody>
<tr>
<td>FOCUS</td>
<td>We set our sights on being the most knowledgeable and skilled advisors and service providers in our areas of expertise.</td>
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<tr>
<td>RESPECTFUL</td>
<td>We honour the roles and responsibilities of each person. We value different ways of thinking.</td>
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<tr>
<td>ACCOUNTABLE</td>
<td>We take personal responsibility.</td>
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<tr>
<td>VALUE DIFFERENCES</td>
<td>We think beyond our own discipline, are respectful listeners, and are honest and flexible.</td>
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<tr>
<td>ENCOURAGE</td>
<td>We nurture and challenge each other. We provide a safe and rewarding environment where we can be constructively honest.</td>
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<tr>
<td>COMMUNICATE</td>
<td>We recognize and celebrate our milestones, successes, and accomplishments.</td>
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<tr>
<td>COLLABORATE</td>
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<td>CELEBRATE</td>
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