


**UNIVERSITY OF TOLEDO
FACILITIES AND CONSTRUCTION**

Section:	Administrative	Procedure Number:	ADM-57
Subject:	Refinement of Facilities Maintenance Goals	Effective Date:	May 1993
		Revised Date:	December 2019
Facilities Officer:		Reviewed Date:	December 2019

Standard Operating Procedure

Specific procedures will be followed to measure performance and to continuously refine the goals and objectives of the Facilities & Construction.

Purpose

To ensure that performance of the Facilities staff is continuously monitored and evaluated for effectiveness.

Procedure

1. The Work Control Center will be the central data collection and distribution center for the control of all Facilities, Environmental Services and Telecommunication classified personnel and their associated work activities.
2. The Work Control Center will use specific quality improvement methods for measurement of performance as it relates to the quantity and quality of work recorded through the School Dude software system. Specifically, monthly graphs and/or data reports will be issued and displayed within the department for evaluation by the entire Facilities staff.
3. Discussions will be held on a monthly basis within each section of the department relating to the results of the performance data as submitted by the Work Control Center.
4. All trade specific training on departmental policies will be scheduled for review by all appropriate skill levels within the School Dude software system as administrated by the Work Control Center.
5. Any discrepancies or deficiencies in accomplishing assigned work and/or training will be directed to the staff through the managers monthly meetings. The managers will ensure that their appropriate staff are confident and capable of accomplishing their assigned duties and responsibility by setting specific performance standards for their division employees.
6. A monthly assessment will be made on all training and review of departmental policies and procedures by the Director of Facilities & Construction. The Director will notify any manager of deficiencies in policy reviews by their staff. Any deficiencies in scheduled policy review or training will be given highest priority by the Manager.