

Vision	Facilities Management: Building Tomorrow's Duke Today by creating & maintaining campus Facilities	
Strategies	Strategic Goals	Strategic Description
Communication	Provide timely, consistent and meaningful communication in all directions.	Improve internal and external communication by redefining the tools that will most effectively and efficiently provide the appropriate information and messages to various constituents in an accurate, clear, concise and readily available manner.
Cost Management	Continue to explore cost reductions.	Develop meaningful and transparent reports to better manage, plan for, and track operating and capital expenses.
Customers	Provide excellent customer service to our colleagues on campus.	Strive to understand and meet the needs of our customers by providing excellent service and clear information in a courteous, consistent, professional, timely and efficient manner. Implement improved customer service training for all levels of staffing within the department.
Employees	Develop and retain a highly skilled professional and motivated workforce.	Focus on employee development, increase training opportunities and enhance the importance of teamwork, diversity and leadership which will increase morale and retention as well as foster the commitment to recognizing outstanding performance.
Information Systems	Utilize existing technology to provide accurate, accessible, transparent, and timely information.	Develop a seamless, integrated and streamlined information environment that will help improve operational effectiveness by applying and utilizing established technologies.
Planning	Produce proactive, integrated and focused plans in all functional areas.	Continue to identify, define and prioritize short, medium and long term planning in all functional areas within the Department and University. Ensure scheduling, communication and exchanges of information are available to appropriate constituents.
Processes	Establish and implement best practice for Project Review.	Develop a project execution plan that clearly defines roles and responsibilities during all phases of a project. Update design and construction standards for all University projects.
Reliability	Provide reliable backup services so customers experience zero interruptions.	Ensure the continued improvement of reliable backup services to all critical and sensitive University and Health System data and components in order to protect the core mission of teaching, research, and patient care.
Safety	Emphasize a safe work environment for our employees through education and training.	Continue to enhance workplace safety through excellence in the development and delivery of safety programs and services by using a variety of tools to include education, training, enforcement, partnerships and effective management of committees and management teams.
Sustainability	Remain a leader in sustainability.	Continue the commitment to reduce the University's use of natural resources as leaders in the stewardship of the environment by working with the Duke community to raise awareness and foster the development of environmental policies and procedures.
Mission	To provide excellence in planning, design, construction, operations and maintenance for Duke University's facilities, grounds, and utilities in a safe, customer-focused, efficient and sustainable manner.	