Foreword
The Department of Facilities is a customer service oriented organization with a commitment to excellence. We explore opportunities to enhance best management practices for Facilities’ operations, planning, design, construction and sustainability.

We are comprised of two primary groups, Campus Planning, Engineering and Construction (CPEC) and Operations and receive support from our administrative areas.


Administration: Applications and Desktop Services, Communications, Environment, Health and Safety, Finance & Accounting, Human Resources and Labor Relations, and Vendor Relations.

Values and Beliefs
Commitment to Customers
- We are committed to understanding our customers’ needs, communicating effectively, and delivering value with timely, cost effective, and reliable service.

Excellence
- We are committed to the highest standards of quality and performance through our support of life-long learning and continuous improvement.

Honesty and Integrity
- We do the right thing and adhere to the highest ethical standards of honesty and integrity.

Professionalism
- We value professionalism in all employees. We perform work with expertise, dedication, and care.
- Credibility is lost but one time.

Respect
- We value fair, equitable, and respectful treatment for everyone. We are committed to providing an enjoyable, safe, and productive work environment for our employees and the MIT community. We maintain the highest respect for the natural environment.

Teamwork
- Our success hinges on teamwork, collaboration, and communication both within the Department of Facilities and with our customers.

http://web.mit.edu/facilities
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To provide value, services and stewardship of the physical resources of MIT worthy of the academic and research missions that they support.

**Strategic Goals**

Our overarching objective is to increase the value of services we provide. To accomplish this objective, we have five strategic goals:

- **Focus on customers**
  - Improve internal and external communications
  - Stay current with trends in technology
  - Provide a unified voice to customers
  - Address customer issues promptly

- **Enhance the effectiveness of our workforce**
  - Encourage an atmosphere of diversity and inclusion in the workplace
  - Improve training and development opportunities
  - Focus on employee engagement
  - Enhance the rewards and recognition program

- **Provide responsible stewardship**
  - Provide the best value services
  - Measure, benchmark and improve our results
  - Use lifecycle asset management to help guide our investment decisions

- **Reinvent the project delivery system**
  - Streamline the Committee for the Review of Space Planning (CRSP) and Capital Renewal project processes
  - Formalize the selection process for designers and builders
  - Improve initial project scoping and estimating
  - Strengthen customer relations
  - Explore alternative project delivery methods

- **Commit to sustainable practices**
  - Explore and implement sustainable work practices throughout the organization
  - Expand data gathering/metering
  - Extend data-based commissioning program
  - Explore new technology initiatives
  - Communicate energy reduction plan
  - Continually improve the green procurement program

**Vision**

In collaboration with the MIT community, we will:

- Deliver exceptional customer service
- Be respected as stewards of MIT’s physical environment
- Provide a safe and rewarding working environment
- Focus on teamwork, innovation, and professionalism