

**Division of School Plant Operations
Strategic Plan FY 2015**

CUSTOMER FOCUS

SPO will continuously communicate its processes and procedures.

Data obtained from surveys, cluster meetings, in-service will serve as the platform to help anticipate customer needs.

SPO will ensure that effective business processes exist that yield high quality services consistently meet customer needs.

LEADERSHIP

Mission: The Division of School Plant Operations (SPO) provides building services with qualified people to ensure a clean, safe, comfortable, and attractive facility environment that is conducive to health and learning, by using efficient, effective techniques and materials.

The division is committed to:

- sustaining a culture of continuous improvement by cultivating the growth and learning of all employees.
- collaborating with customers, stakeholders and partners in an effort to build stronger relationships and pro-actively anticipate needs.
- providing services that meet and exceed standards utilizing innovative process, procedures, and products.
- consistently modeling honesty, strong moral values, and high ethical standards in all business interactions.
- valuing the rich perspectives of racial, ethnic, and cultural diversity of our entire workforce.

Core Values: Learning, Relationships, Respect, Excellence, Equity, and Integrity.

PERFORMANCE RESULTS

% of building inspections meeting standards

% of custodial equipment repair work orders completed

% of customers satisfied with ERS services

% of principals satisfied with SPO services

Level of employee engagement

% of entry level employees completing basic skills by the end of their probationary period

WORKFORCE EXCELLENCE

SPO will attract, hire, develop and retain qualified leaders to fill vacant positions and enhance organizational stability.

SPO will increase knowledge and use of its equity plan amongst leadership staff.

Frequent and consistent review and follow up on individual professional growth plans and seek development opportunities for leadership staff.

STRATEGIC PLANNING

The theory of action of SPO is to cultivate a collaborative culture of service so the division will understand and anticipate needs, communicate processes and the rationale for decisions to ensure that high quality services to customers are accurate, timely, and reliable, so that principals, schools, and offices will have the appropriate resources and support to accomplish their mission(s). It is aligned with the MCPS strategic plan.

PROCESS MANAGEMENT

The division will conduct quarterly review of action item plans during SPO staff meetings.

The division will strategically review, edit and update the online manual resources and guidelines review.

The division will review financial data monthly and develop individualized training for staff.

The division will develop a service agreement to enhance and communicate the quality and response time of all services provided.

Use an established quality management system for continuous improvement.

MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT

Analysis of overtime, supplies/equipment expenditures and ICB reimbursement.

Analysis of system-wide training, hiring and vacancy data

Analysis of overtime and substitute expenditures

Successful completion of training courses.

Number of employees prepared for leadership positions

Analysis of equipment parts inventory and replacement data