

Office of Facilities and Administrative Services

TOP GOALS FOR 2016

- 1 WOW the Customer!!**
 - Communicate and collaborate with our customers continually
 - Provide professional, accurate and courteous initial response to non-emergency phone calls and emails within 4 hours
- 2 Recognize and Reward Employees to Celebrate Successes**
 - Thank staff for going above and beyond in multiple ways such as public recognition, time-off, or cash awards
- 3 Identify and Implement Improved Business Processes**
 - Enhance capabilities and usability on the OFAS website
 - Identify and implement new automation techniques for current manual processes using eForms Workflow
 - Implement the automated system for reserving conference rooms in the MIB / SIB
- 4 Communicate and Collaborate Effectively with Staff**
 - Staff Meetings; Periodic Email Updates from Director; OFAS All-Hands Meetings; Newsletter
- 5 Provide Strong Contract Management and Ensure Contractors Reflect Positively on OFAS**
 - COR oversight must include affirmation of OFAS' commitment to customer service excellence
- 6 Manage and Control Costs in an Efficient Manner in Collaboration with the Office of Budget (POB)**
- 7 MIB Modernization**
 - Complete Wing 1 modernization including the Yates Auditorium, Interior Library and the Secretary's conference room
 - Complete design and commence construction activities to renovate the "old" museum space in the MIB
 - Design, construct and relocate the MIB Health Unit
- 8 Improved Utilization of MIB Office Space**
 - Complete 5-year plan for the MIB to maximize space utilization and prepare for 1,000 new occupants (NPS & BLM)
 - Identify space options for NPS staff relocating from Eye Street and secure leadership approval
 - Design and construct a prototype conference room in the main corridor
 - Expand the use of the conference room scheduling system to include all conference rooms in the MIB
- 9 Customer Surveys – Complete Initial Surveys and the Gathering of Baseline Data**
 - Parking; Transit Subsidy; Recycling; Vending Machines; Mail Operations; Wellness Events
- 10 Focus on Innovative Solutions for Energy, Safety, and Sustainability Initiatives**
 - Simplify the recycling and composting programs to generate greater adoption and diversion
 - Complete contractual tasks to execute an Energy Savings Performance Contract (ESPC) for the SIB

Deliver an Exceptional Customer Experience