

FACILITY SERVICES



SPECIAL POINTS OF INTEREST:

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CHARACTER CORNER

Integrity: The quality of being honest and having strong moral principle

Morals: a person's standards of behavior or beliefs concerning what is and is not acceptable for them to do

Ethics: Moral principles that govern a person's or group's behavior

Accountability: Is a noun that describes accepting responsibility, and it can be personal or very public.

The Who Cares... We Do!



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C.A.R.E. Announcements

We wanted to take a quick moment to thank the Facility Services staff for all the fun and support we have been able to enjoy over the last few years. Thank you for all the work and friendship they have meant a lot to everyone.

We will be holding our Facility Services Employee Summer BBQ on June 8, 2016, from 11:30 AM to 1:30 PM. Please bring non-dairy side dishes or desserts! As always The C.A.R.E Committee will be providing the hot dogs and burgers for the event. See you there!!

The Nancy Neubeck Scholarship is currently accepting applications. The scholarship is open to Facility Services student workers and NAU enrolled dependents of Facility Services FTE employees. Please submit an application we love supporting our Facility Services Family. You can find information on the scholarship at <http://nau.edu/Facility-Services/Administrative/CARE/>. Applications are due May 25, 2016



Safety First



June 8th

Why Ask Why?

“If we do not provide a positive and encouraging work environment, embrace continuous process improvement and ensure fiscal responsibility then we risk not promoting great customer service, and we ultimately fail in helping the university fulfill its mission.”

From the Desk of the AVP

Why Ask Why?

Have you ever wondered why in the world would anyone make that decision? Ever been afraid to ask why? Don't be.

Children are not afraid to ask why. Why is the sky blue? Why does snow melt? Why do people die? Why is that man sleeping on the street? Why can't I have ice cream? Why do I have to go to bed?

At first, parents delight in the “wondering whys” (“Why is the sky blue?”), proud of their child's intelligence and curiosity. Sooner or later, though, most parents will tire of their children's barrage of questions (many or most of which they have no clue how to answer). And then there are the “whiney whys” (“Why can't I...?”)

which adults like even less. At some point parents get tired of the constant “why?” and often resort to the old standbys, “Because,” or, “Because I said so.”

However, in the workplace adults typically do not ask why from those who know, but tend to talk amongst themselves and the rumor mill begins. In turn, “Because I said so” is not an acceptable answer.

Many of us are fairly clear on the “what we do” part, and many may also be clear on the “how we do it”, but it is not uncommon to be a little fuzzy on the “why we do it”. As leaders if we fail to answer the why, then others in the organization may



not be totally clear on the “how” or the “what”.

Also, leaders who do not provide the opportunity to ask why or ignore the topic altogether risk keeping valuable information away from both customers and professionals. If conversations about “why we are doing what we do” or “why we do it that way” do not happen then organizations risk confusion or a sense of deeper purpose. Or, even worse, we risk losing the opportunity to reflect and question our own assumptions. Examining our assumptions is an important, often eye-opening and transformative experience.

I would like to think that when we make decisions about how and what we are doing that we practice rational reason-based decision making. We spend time





talking about avoiding emotion-based and potentially impulsive decisions. It is important to take time to remove yourself from the situation and try to analyze the decision from the standpoint of an outside observer.

Let's think about our Programs of Emphasis for example. If you recall our six primary strategic areas of emphasis are:

- Improve Campus Appearance and Functionality
- Promote a Customer Service Driven Culture
- Promote a Positive and Encouraging Organizational Culture
- Embrace Continuous Process Improvement
- Ensure Responsible Fiscal Management
- Advance Campus Sustainability

If we do not provide a positive and encouraging work environment, embrace continuous process improvement and ensure fiscal responsibility then we risk not promoting great customer service, and we ultimately fail in helping the university fulfill its mission. If we do not practice sustainability in everything we do, then we risk inefficiency and could potentially do more harm to our en-

vironment, our employees, our customers, and the campus. And of course if the campus is not attractive and fully functional then we risk impacting recruitment and retention, and risk limiting the university's ability to fulfill its mission.

Behind these overarching strategic goals, there are many other things that may raise questions and two items, in particular, include policies and procedures. It is important to understand the reason behind the policies and procedures that we have in place. If we do, then we can hold ourselves accountable and spend less time trying to figure out how to get around them. As times changes, we occasionally need to re-evaluate the reason behind a policy or procedure to ensure it is current and aligns with our mission, vision,

and values. Therefore, it is healthy to ask why we do what we do in the manner that we do it. (Say that three times real fast). With that said, one of our goals is to review all of our policies and procedures to ensure they are current, relevant and are in line with our current mission, vision, and values.

So, it is my hope and desire that we are providing the environment in which you feel comfortable asking "why?" and that we are answering the question. That does not mean you will always like or agree with the answer, but we do want you to feel comfortable asking. So the next time you wonder "why in the world would anyone make that decision?" feel free to ask you supervisor, your manager, your director or your AVP. We are only your leaders if you want us to be, so we need to earn that distinction. One way to do that is to make certain we reduce confusion, provide an inviting, welcoming environment, and ensure we are all working in alignment towards a common future.

Thank you for all you do for Facility Services and NAU and don't be afraid to take the time to reflect and ask why if something is unclear in our organization.



Tricks of the Trades

Holiday Parade: A great time was had by all!!

The second annual Facility Services Holiday Parade



Fun at the Holiday Parade

Thank you, John Cornelius, for your dedication, inspiration, and passion for the arts. We love our mural, and you will be missed.



Planning Design and Construction

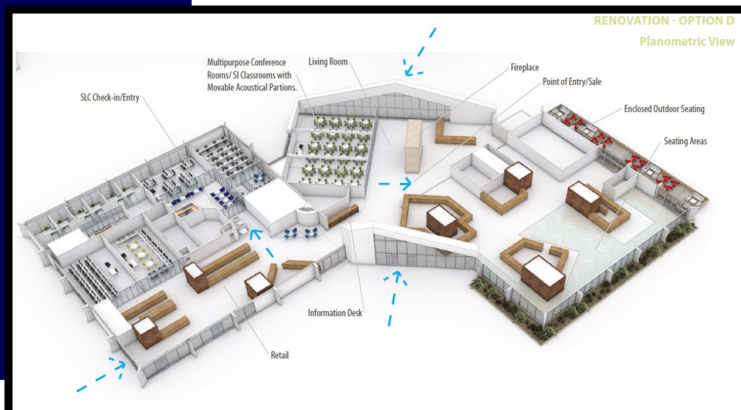
SKYVIEW - Apartments

SKYVIEW Apartments has started construction and will continue through summer 2017. This project will bring 624 beds on line and 722 parking spaces, as well as a new Follett Retail space.



South Dining Renovation

This project include a full first floor and basement remodel to include The entire 1st floor of both buildings 63 and 64 are being completely renovated to include new dining with 6 diverse menu destinations, renovated and expanded conference space and the relocation of the Student Learning Center from building 61. Retail dining will still include Subway and Einsteins and Qdoba will be added. The basement of 63, currently about 80% unfinished, will house the new kitchen and a few new offices. Dining services will close during winter break but be open for Spring 2017 in a temporary configuration and then be open in its fully renovated operation in August of 2017.



THE WHO CARES... WE DO!

STEPS FOR SUSTAINABILITY

NAU Installs Two New Renewable Energy Projects!

Inspector Tablet Green Funds Project

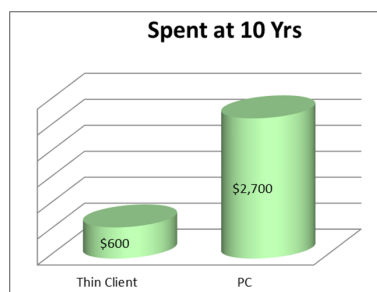
Lionel Jacobs received a \$7,097 Green Fund grant to purchase 12 tablets for the management inspectors to decrease the amount of paper used for their jobs. Going forward FS Operations hopes to also utilize these devices to allow inspectors to digitally sign off on plans instead of using carbon sheets. By using tablets in the field, we minimized and in some cases eliminated the printing of as many as a dozen different plans a week that are measured at 3' by 4' for the 12 different inspectors. That is 144 different site plans each week and almost 600 a month that no longer need to be printed due to digital access to the blueprints. An additional efficiency we have seen is with the reduction in back and forth driving trips to the office to print new plans.



Facility Services IT Department Gets Thin Clients

Chad Stiller received an \$11,508 Green Fund grant to advance two green initiatives involving computer efficiency: the implementation of Thin Client desktop computers and increased server virtualization. Both of these items have quantifiable metrics in terms of energy consumption reduction and furthering the sustainability goals established on campus. In addition to lowering energy usage, these reductions represent a lessened carbon footprint, waste minimization, and ongoing cost savings to the department and

institution. Hands-on involvement of the two existing Facility Services IT (FIT) student workers was a critical component to this project, as is the outreach and awareness generated as part of the work.



CARE SPOTLIGHT

Facility Services, meet Jon Heitzinger



Hi Y'all!

We would like to introduce you to another member of our team, our Associate Director of Utility Services, Mr. Jon Heitzinger! Jon is a long time Lumberjack, he began his career with Facility Services as a student GMM back in 2004. He then transferred to Planning Design and Construction in 2005 as an intern. He completed his undergraduate degree in Mechanical Engineering in 2009. Following graduation, he came on as a full-time

project manager and in 2014 changed into his current role. Jon enjoys his work at NAU and is in a state of continual learning. He has been open to change and excited for new challenges, as we all know Facility Services is constantly changing and growing.

Jon met his wife Sara at NAU, just one more thing to thank the university for! They are proud parents of an adorable, little girl named Jaqueline. They like to spend their time with family and friends

and enjoy hosting a good BBQ. When they are able to, they also like to spend their time out on the lake. Jon's family hails from Chicago which makes him a big Chicago Bears and Bulls fan! Like many of us, Jon enjoys life here in Flagstaff and is grateful for his relationships here at NAU.



SAFETY CORNER

Complacency is a Safety Hazard



Complacency is extremely dangerous in our workplace. When we get used to things being "the way they have always been," we no longer really take notice of our surroundings. We can underestimate the risk of tasks that we perform regularly or fail to notice a change in our environment when we have become complacent in our daily routine.

An accident rarely happens at the moment of the incident. More often, there were a series of steps (or missteps) leading up to that moment. Someone made a decision to do (or not do) something, such as not putting an item away properly or doing something they were not trained to do. All of these factors can ultimately lead to an incident. A different decision/action at any point in that process might have prevented the incident.

Our environment can change at any moment – a tool could break; a cord could be pulled into a walkway. It is the responsibility of every employee to stay aware of everything going on in his or her surroundings and to pay attention wherever you are.

In addition, each employee (foreman and supervisors in particular) should be actively surveying his or her work environment for hazards that may have been overlooked. It's all too easy to live with a temporary solution that isn't really an appropriate long-term solution, and unfortunately, sometimes incidents result when stopgap measures are taken to solve a problem. In addition, we sometimes get complacent about clutter in our workplaces, such as conduit or ladders that might stick out into a walkway causing a trip or laceration hazard. Removing these hazards and looking for long term, safer solutions will help us keep a safer place to work.

Here at Facility Services, a safety culture is our number one CORE VALUE, we can and do provide all the tools, training, and PPE you will need to help us attain this goal, a safety based mindset!

BUT...
Ultimately YOU are responsible for your own safety and wellbeing.

Take charge of your life. Have a great week!

