

Quality Of Expectation

There is an expectation in the Facilities Division that has been paramount since 1948. This expectation is “quality is premier” in completing a project. Shoddy workmanship is not to be tolerated; mediocrity is not acceptable. We as a division shall perform at the highest level of expectation and we will expect all others, including contractors, to also perform with the highest level of expectation. We also have another responsibility—to be credible. Credible means we perform at only a quality level, we perform on a time frame which exceeds the client’s expectation, and we always keep in mind the budget and stay within the budget parameters.

To be successful as a division we must also be exceptional communicators. It is not enough to be on time, on budget, with quality. We must also converse, explain, describe, demonstrate to our public that we know our business and seek to help them be better at their business through our actions.

In summary, the expectation is: communicate, provide quality, meet the expected time frame, and meet the budget criteria.