

quality policy

mission


To provide comprehensive facilities management, using integrated systems and services, to support the University's goals and its environment. This will be achieved throughout the Division in the core areas of service delivery, risk management, customer service, and resource and systems management.

core objectives

- Risk Management – To deliver our services using risk management strategies aimed at protecting the University, the Division and its staff.
- Service Delivery – To deliver a range of services to our customers based on the principle of continuous improvement.
- Finance Management – To manage funds allocated to the Division efficiently and effectively.
- Human Resource Management – To recruit and retain staff to enable effective delivery of our services.
- Customer Service Management – To provide timely and appropriate services to our customers.
- Management Systems – To effectively manage our processes and address all relevant objectives of our management systems, including environment, safety, and quality objectives and targets.

values

Innovative; adaptable; always learning and sharing; pride in what we do; quick and responsive; flexible; trust and honesty in our workplace; respect; team work; communication; and maintaining a good working environment.



Alasdair McClintock
Director, Property & Facilities Division

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