

## **Operational Procedures Recommendations**

After analyzing Quest for the Best findings, we have created four categories of recommendations related to uniform policy, software usage, general procedures, and bottom-up priorities; each with respective short, medium, and long term recommendations.

### Uniform Policy

Short Term Recommendations: Improve education and communication of uniform standards across all departments and distinguish that each department has different standards based on jobs performed.

Medium Term Recommendations: Use a survey to gather input on uniform needs and preferences; Revisit standards pertaining to uniforms to ensure they align with OSHA; Offer an exchange where gently used items could be donated if they are no longer used/wanted and could be available to all.

Long Term Recommendations: Consider a fund sharing model within CPFM. Departments not required to wear uniforms and not using their allotment of clothing/gear funds could redistribute to those in need of such items.

Stipends: Adjust stipend dollar amount for inflation regularly

### Software Usage

Short Term Recommendations: Provide and require department specific mandatory training for new hires and anytime significant changes occur; Ensure that staff are informed of additional training being offered and suggest optional training; Communicate availability of CPFM IT contacts.

Medium Term Recommendations: Consider a variety of styles for training like virtual, hands on, written, etc; Create shop-specific procedures and onboarding materials that detail how each department utilizes the specific software platforms. Create a shared database of software issues that are being experienced across CPFM.

Long Term Recommendations: Designated AIM/UKG/software user for each unit to go through extra training and act as a first point of contact for issues; Schedule monthly or quarterly meetings for refresher training; Improve use of iPads and computers around campus by boosting WIFI capabilities, providing hotspots, adding cellular connectivity for iPads, or enhancing offline apps.

### General Procedures

Short Term Recommendations: Create directories of useful contacts in IT, payroll, HR, SEIU, supplies, retirement, medical benefits, etc., to encourage employees to utilize resources.

Medium Term Recommendations: Create directories for each unit that provide an in-depth description of job roles and can direct inquiring individuals to the correct resource; Create a program for long-term employees that retire or move on to effectively share their institutional knowledge to successive employees.

Long Term Recommendations: Create a SharePoint site with internal access for all CPFM employees that acts as a database and shared information hub; Provide adequate tools and facilities to replace outdated resources; If not already, develop a master plan for CPFM, assessing all buildings/structures so a comprehensive list of issues/assets can be identified.

Bottom-Up Priorities:

Short Term Recommendations: To identify priorities, utilize feedback from Quest for the Best, annual reviews, and include the topic as part of regular departmental meetings.

Medium Term Recommendations: Create an avenue for employees to provide feedback on processes and supervisors in a manner that feels safe, likely anonymously; Consider a shadowing opportunity between supervisors and employees; Involve employees in more decision-making processes and communicate upcoming changes. This communication provides valuable bottom-up insight for supervisors and makes employees more receptive to top-down policies when they are communicated and opportunities for feedback are provided.

Long Term Recommendations: Ensure PDs reflect duties performed and that new hire expectations are clear; When new policies or changes are implemented/adopted, provide more communication so staff are aware that efforts are being made to address their concerns.