



Santa Clara
UNIVERSITY

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Facility Manager Program Background

In July 1997, Facilities began the Facilities Manager Program. The first phase of this program was a pilot program with Housing and Residence Life (HRL). The goal was to reduce paper work, increase communication, and improve Facilities response to HRL maintenance needs. On a published scheduled basis the maintenance mechanic would visit each assigned facility for both a visual inspection and conference with the Facility Manager on any deficiencies. Where possible, the maintenance mechanic would take immediate action to correct the deficiency. Otherwise, he would initiate a work request to have the proper technician respond. However, the assigned maintenance mechanic would retain responsibility for follow up to ensure that the task was completed.

Since July 1997, response time has improved, communications with the customer is ongoing, service is personalized, and the buildings are better maintained.

In April 1998, the Facility Manager Program was expanded to include Facility Event Managers. A significant change in University policy was effected at this time that provided for Facility Event Managers ability to secure the required event support directly from Facilities Special Services. At the same time, Facilities developed a policy statement that clarified for the University community how to best obtain the services of Facilities for the support of special events and other services provided by Special Services. With the success of the HRL portion of the program and the event management portion, Facilities is now prepared to include the rest of the campus community in the Facility Manager Program.

More information about the Facility manager program can be found on the [University Operations Website](#)

