

Service Excellence Action Plan for Construction & Facilities Strategic Acquisitions

Dimension	Action Step	Timeframe
Knowledge	<p>Invite partners to attend unit meetings in order for employees to better understand what they do, how we impact each other, and how the relationship can be strengthened.</p> <p>Increase skill of buyer and requestor, learn about new tools and checklist templates, understand components of a good "Scope of Work" by attending training with CPE (Center for Procurement Excellence). CPE would send a trainer to UMB to train the material.</p>	<p>Beginning summer 2024 and ongoing</p> <p>All CFSA employees will attend in fall 2024</p>
Process Improvement	<p>Develop forms and checklists for the Scope of Work process that is received from project managers and end users. This will include clarifying expectations of all parties.</p>	<p>Fall 2024</p>