

## **CREIGHTON UNIVERSITY MISSION STATEMENT:**

Creighton is a Catholic and Jesuit comprehensive university committed to excellence in its selected undergraduate, graduate and professional programs.

As **Catholic**, Creighton is dedicated to the pursuit of truth in all its forms and is guided by the living tradition of the Catholic Church.

As **Jesuit**, Creighton participates in the tradition of the Society of Jesus which provides an integrating vision of the world that arises out of a knowledge and love of Jesus Christ.

As **comprehensive**, Creighton's education embraces several colleges and professional schools and is directed to the intellectual, social, spiritual, physical and recreational aspects of student's lives and to the promotion of justice.

**Creighton exists for students and learning.** Members of the Creighton community are challenged to reflect on transcendent values, including their relationship with God, in an atmosphere of freedom of inquiry, belief and religious worship.

Service to others, the importance of family life, the inalienable worth of each individual, and appreciation of ethnic and cultural diversity are core values of Creighton.

**Creighton faculty members conduct research to enhance teaching, to contribute to the betterment of society, and to discover new knowledge.** Faculty and staff stimulate critical and creative thinking and provide ethical perspectives for dealing with an increasingly complex world.

## **CUSTODIAL SERVICES MISSION STATEMENT:**

As professional employees, we support Creighton University's mission by providing quality services and the management of physical assets, and the stewardship of resources in accordance with University policies, values, regulatory requirements, and best practice standards.

## **VALUE STATEMENT:**

Custodial Services is committed to:

- Conducting operations in a manner which demonstrates a high standard of personal integrity and organizational ethics.
- Acquiring and retaining high quality, well-trained employees.
- Developing and adhering to practices which conserve natural resources, promoting the use of renewable resources, and protecting the environment.
- Emphasizing a customer and community service – oriented approach.
- Developing and implementing programs and plans that optimize the utilization of buildings and land.
- Enhancing the appearance of the campus to attract new students and employees and to facilitate educational delivery.

## **IMPORTANCE OF EMPLOYEES:**

The growth and success that Custodial Services has enjoyed over the years is due to the dedication and input of our employees. Suggestions on any subject; safety, procedures, working conditions, etc.... are not only welcomed, they are encouraged. You know more about your job than anyone. If you have any suggestions, present them to your supervisor at the earliest opportunity.

## **SUMMARY:**

Creighton University Custodial Services strives to become a leader in providing Exceptional service to the Creighton Community. Only through a clear vision of the desired future and a critical analysis of the past can the attainment of our desired goals be realized. This strategic plan is a product of that vision and analysis and identifies those actions necessary to lead our organization in a direction that will facilitate reaching our goals.

Custodial Services has established the following goals:

1. *Develop and sustain a high level of customer satisfaction through service delivery.*  
Delivering services necessary to provide facilities support in order to sustain Creighton's 24-hour-per-day, seven day-per-week residential community.
2. *Develop and implement a comprehensive and continuous training and development plan.*

It is our belief that we must strive not only to develop the technical expertise of Creighton's custodial staff, we must also work diligently to develop essential people skills such as effective communication, conflict resolution, and customer service skills.

3. *Develop and foster diversity within the custodial staff.*

It is our belief that diversity within the custodial workforce will bring a broad range of perspectives to the work environment which will meld into an open and understanding organization able to serve the needs of the campus community.

4. *Develop and sustain a high level of custodial staff job satisfaction.*

It is our belief that a highly satisfied workforce will foster a supportive, pleasant, and respectful work environment that provides the flexibility to innovate and continually improve the quality of services.

5. *Develop, implement and sustain an efficient resource allocation structure.*

We believe that striving to operate in an efficient manner and maximizing output from limited resources will drive innovation and creativity which in turn will lead to cost reductions and a preservation of the University's resources.

Developing strategies that will support and further the mission and goals of the University is the fundamental basis for the Creighton University Custodial Services Strategic Plan. Our vision, mission, and core values have been developed such that each one will support and aid in the realization of current efforts to develop Creighton University into a National leader among comprehensive universities for teaching students to demonstrate their knowledge and insights effectively through written, oral, and other forms of communication”.

## **CONCLUSION:**

Time and time again it has been clearly demonstrated that any system is only as strong as its weakest component. Considering this, organizational excellence at Creighton University must be a product of careful building and strengthening of all departments within the University, coupled with coordinated planning across its entire breadth. To succeed at such an elusive task, members from all levels of the University must be engaged and inspired to seek innovative ways in which to become stronger individually in order to become stronger collectively. Each department, unit, and office at Creighton must strive to attain its full potential while facilitating the strengthening of all others within our sphere of influence. It is therefore the responsibility of every member of the Creighton community to work diligently to ensure the success of Creighton University in fulfilling our mission and attaining our stated goals. As an integral part of the system here at Creighton University, it is Custodial Services' duty to do all we can to support the vision and mission of the University.