



## INFRASTRUCTURE PLANNING AND FACILITIES

We are dedicated to MSU, committed to excellence, and proud to care for the university Spartans call home.

### Mission

*(What we do):*

We deliver exceptional facilities and services that keep MSU running 24/7/365.

### Vision

*(Where we are going):*

We are committed to being trusted partners, recognized for innovation and reliability.

## Values

### People:

We value our people; the diverse and talented individuals who drive our success.

### Safety:

We prioritize the safety of our team, partners, and community; recognizing the importance of both physical and psychological safety.

### Integrity:

We make decisions grounded in honesty, transparency, and accountability; prioritizing principles over convenience.

### Service:

We deliver reliable, high-quality service; acknowledging communication as a key component of service.

## Focus Areas

### Customer Experience

Customer Experience focuses on delivering consistent, high-quality and solution-oriented service across every interaction. Through clear communication, responsiveness, and continuous improvement, we build trust, strengthen relationships, and ensure that customers feel valued, supported, and confident in our ability to meet their needs.

### Resource Allocation

Resource Allocation ensures people, funds, and other resources are used where they're needed most to support the university's goals. By planning carefully using data to guide decisions, we ensure IPF's resources are allocated responsibly with a focus on efficiency and long-term, sustainable success.

### Operational Excellence

Operational Excellence is the continuous pursuit of efficient, innovative, and accountable operations that enable us to deliver high-quality, reliable, and sustainable services. By streamlining processes, leveraging data, and fostering collaboration, we strengthen performance, reduce waste, and ensure that every operation supports the university's mission.

### Wellbeing

Wellbeing focuses on fostering a safe, healthy, and supportive environment where everyone feels valued, protected, and empowered to thrive. Through proactive measures, training, and an inclusive culture of care and accountability, we strengthen physical safety, mental health, and overall resilience across our community.

# STRATEGY