



# BUSINESS EXCELLENCE CASE STUDY

UNIVERSITY OF TASMANIA – ASSET MANAGEMENT SERVICES

SELF ASSESSMENT AGAINST THE FRAMEWORK

March 2007

University of Tasmania – Asset Management Services

## Executive Summary

Asset Management Services commenced its journey using the Business Excellence Framework in September 2005. Values and behaviours for the section have been developed, and in June 2006 a Guided Self Assessment was conducted. The section is now in the process of determining priorities for the implementation of the opportunities in the coming years.

## Background of the Client

Asset Management Services provide and maintain the facilities for the University of Tasmania. The section has offices in Hobart and Launceston and provides services to campuses in the south, north and north-west of the State. An organisational restructure was completed in December 2004 combining the maintenance and operational services with the design and acquisition unit. The Business Excellence Framework was seen as a tool to assist in the process of changing to a more unified organisation that was results focussed.

## Situation

Asset Management Services needs to move to a more unified organisation with consistent processes across campuses and a greater sense of being one unit than a silo based organisation.

## Key Outcomes

- Consistent processes
- A 'one organisation' with an inclusive culture
- Clear priorities for the coming year
- Measurable objectives

## SAI Global Solution

SAI Global provided a series of workshops to introduce the Business Framework to all members of the organisation and then facilitated the GSA. Following completion of the GSA workshops, the report was presented to the senior executive group and a selection of middle managers and staff from the workshops an action plan agreed. Regular follow-up contact has been maintained to provide advice and assistance on the journey.

## Results

The outcomes achieved were:

- The development and acceptance of a set of values and underlying behaviours required for staff of Asset Management Services.
- The identification of opportunities to improve the way we do our business and in particular, the efficiency of the delivery of services to the users of the University's facilities.
- The review and documentation of our processes.

## Acknowledgements

SAI Global acknowledges and thanks the University of Tasmania Asset Management Services for providing the information contained in this case study.

## About Us

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