

Infrastructure Operations

Action Plan 2020

	Unitec Priority	Team Priority	Action	Timing
RANGATIRATANGA Authority & Responsibility	Improve the success of all learners, achieving parity for Māori, Pacific and under 25s by 2022, enhancing international learner success and serving the educational needs of West, Central and North Auckland communities	Build strong partnering relationships across Unitec with a focus on learners and staff needs.	1. Collaborate with learner facing teams to ensure a clear understanding of their method of delivery, and how we can contribute to their success 2. All Infrastructure processes are fully embeddedd and we search for continuous improvement through quarterly 'plan, check, review, act' sessions 3. We work to be the 'eyes and ears' of campus, and measure this through a clear reduction in the number of reactive jobs logged	1. Start Q1 2. Embed Q4 3. Start Q1
MAHI KOTAHITANGA Co-operation	Provide high quality learning, teaching and applied research to develop work-ready lifelong learners and return to Category One status	Best practice delivery to contribute toward a Category One culture of excellence.	1. Have all conversations with integrity, and try to find an outcome that delivers on everyones needs. Measure this through NPS scores 2. Implement smart working practices that find efficiencies of space. Measure this through space use. 3. Resource all areas to the right standard, and to agreed service levels. Measure this through spend.	1. NPS 2. Embed Q4 3. Monthly
WAKARITENGA Legitimacy	Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning	Engage and inspire staff so they are proud to work at Unitec and are equipped with the capability to support quality learning.	1. Engage with our contractors and suppliers to deliver smart procurement, and a sustainable supply chain. Measure this through spend. 2. Further enhance team culture that delivers on Unitec values. Measure this through engagement. 3. View things from our colleagues and our learners shoes when making campus decisions	1. Monthly 2. Start Q1 3. Start Q1
KAITIAKITANGA Guardianship	Build a financially sustainable organisation to invest in the future with an operating surplus by 2022	Develop an enterprising mind-set of financial sustainability, looking for opportunities constantly	1. Consistently challenge the status quo in order to find savings and / or efficiencies. Measure this through spend. 2. Invest in 'fit for purpose' infrastructure taking a long term view of whole of life asset cost. Measure this through the Asset Management Plan. 3. Ensure all renewals planning is robust and visible. 4. Practice SMART procurement across all asset and Infrastructure workstreams. Measure through spend and Asset Management Plan.	1. Monthly 2. Monthly 3. Start Q1 4. Monthly