Instruction:

There is no right or wrong answer. Please be candid and answer what happens at your facilities using this realistic role-play or simulation. We will debrief collectively at the end.

Scenario – 4:

You are a facility manager and or senior leader at Great Eastern University. You have an efficient and good program that you can be proud off. However, your operations are influenced by external departments like facilities, safety and also suppliers like feed, bedding and other providers. It has been a struggle to get your facilities and maintenance crew to update you with HVAC and other maintenance upkeeps that often cause issues in your operations. Similarly, feed and bedding vendors are not timely in deliveries and often we have to scramble help as we have feed delivered by few hours early or delayed. As these external teams cause havoc in your facility operations and affect team’s morale, how are you going to address the problem?

Possible options:

1. Start discussing with senior leadership and collectively arrive at solutions that will improve communications and efforts from internal departments.
2. Vendors and suppliers must comply to your terms so you need to communicate expectations and make them accountable.
3. These are ongoing issues that all facilities have despite sincere efforts.

Your suggestions and analysis: