Quality Statement

The Australian National University (ANU or the University) is a world leading university and is unambiguous about its objective to maintain its international reputation for excellence in research, education and policy expertise. In the course of this endeavour, the University produces research, teaching and learning activities and experiences. These underpin the ANU’s reputation for excellence.

Facilities and Services Division (F&S or the Division) assists the University in this endeavour through all aspects associated with the planning, development, acquisition, operation and provision of applicable services in support of campus activities.

F&S is responsible for providing a physical environment at the ANU to support teaching and research goals through the provision of facilities and services that meet or exceed client requirements. The Division is responsible for managing the ANU buildings, grounds and infrastructure to the relevant legislation, Standards and Codes of Practice within an allocated budget. F&S is also responsible for supporting the provision of a safe learning, research and working environment for the University Community.

The support that F&S provides to the ANU Community includes the Acton Campus, Mt Stromlo Observatory, Kioloa, Siding Spring Observatory, and the Northern Australian Research Unit. A key goal is efficiency of building operations to reduce whole of life costs.

F&S has implemented the ISO 9001 Quality Management System standard. Adoption of this standard will ensure F&S focuses on continuous improvement to consistently deliver products and services to meet client expectations and achieve the following operational goals:

- **PROJECTS**  
  The F&S Projects Portfolio is responsible for the planning, design, procurement and delivery of capital works, refurbishments and major contracted works. The section also manages space planning, allocations and major relocations.
  
  The Projects Portfolio is responsible for delivering works in a timely manner, within budget, and to meet the requirements and expectations of the University.

- **MAINTENANCE**  
  The F&S Maintenance Portfolio is responsible for the management and delivery of best practice maintenance and minor capital works at the ANU and managing the asset life cycle and asset management plans (AMPs) across the ANU.
  
  This responsibility will be delivered in a manner consistent with institutional priorities and client expectations and also within appropriate legislative and statutory frameworks.

- **OPERATIONS**  
  The F&S Operations Portfolio is responsible for the day to day essential campus services namely Security, Cleaning, Gardens and Grounds and waste management. All operational functions aim to be client focused, efficient and flexible to enable core business to function in a safe, clean and pleasant environment.
  
  The Operations section also provides support and direction to the sustainability and communications strategies for the Division

- **CORPORATE AND CLIENT SERVICES**  
  The F&S Corporate and Client Services Portfolio delivers administrative, financial, human resources and business support services that enable the Division to maintain corporate governance practices and deliver client services to the University community.