Service Excellence Action Plan for Construction & Facilities Strategic Acquisitions		
Dimension	Action Step	Timeframe
Knowledge	how we impact each other, and how the relationship can be strengthened.  Increase skill of buyer and requestor, learn about new tools and checklist templates, understand components of a good "Scope of Work" by attending training with CPE (Center for Procurement	Beginning summer 2024 and ongoing  All CFSA employees will attend in fall 2024
Process Improvement	Develop forms and checklists for the Scope of Work process that is received from project managers and end users. This will include clarifying expectations of all parties.	Fall 2024