



Shown with the award in Baltimore from left to right and representing the Facilities Division are Allen Boyette, David Hatch, Kevin MacNaughton, Jack Colby, and Jimmie Wright.

NC State's Facilities Division Receives the APPA Award for Excellence in Facilities Management

On July 16, 2007, North Carolina State University's Facilities Division received the Award for Excellence in Facilities Management, the highest institutional honor bestowed by APPA, the organization that serves educational facilities professionals. APPA (*formerly the Association of Physical Plant Administrators*) is the association of choice serving educational facilities professionals. An international association dedicated to maintaining, protecting, and promoting the quality of educational facilities, APPA represents more than 1,500 learning institutions serving over 4,700 individuals.

NC STATE UNIVERSITY

The award was presented to NC State officials at APPA's annual awards banquet on in Baltimore, Maryland. In presenting the recognition, APPA president Chris Ahoy, associate vice president for facilities at Iowa State University, said NC State's Facilities Division exemplifies excellence in all of the areas necessary to achieve the award.

"NC State has an exceptional campus, not only in terms of its buildings and grounds, but inclusive of the entire staff of the facilities office." Ahoy said. "The NC State facilities division's goal is to be the provider of choice for all facilities needs for the NC State community. The division succeeds in its desire to be aligned with its core values of integrity, commitment, accountability, respect, and excellence."

The APPA Award for Excellence is designed to recognize and advance excellence in the field of educational facilities. Established in 1988, the award is APPA's highest institutional honor and provides educational institutions the opportunity for national and international recognition for their achievements in facilities management. The award is designed to highlight the essential role of facilities operations in the overall institutional mission and vision.



On July 19, 2007, the entire Facilities Division came together to celebrate the honor at Carter-Finley Stadium.

Award for Excellence nominees are judged based on a comprehensive evaluation program that rates institutions in the following areas: leadership; strategic and operational planning; customer focus; information and analysis; development and management of human resources; process management; and performance results. An evaluation team visits institutions that are selected as finalists and winners are announced each July. The Award for Excellence designation is valid for a five-year period.

NC State is just the second school in the 16-campus University of North Carolina system and the third in the state to receive the Award for Excellence. East Carolina was honored in 1999, and Duke was honored in 2000.

Kevin MacNaughton, associate vice chancellor for Facilities Division at NC State, said the APPA Award for Excellence represents the fruit of labors that were initiated more than five years ago to improve the efficiency and excellence of the entire facilities division.

“Having seen other university facilities organizations in my previous positions, I knew when I returned to NC State in 2005 that we were clearly a top tier organization,” MacNaughton said. “In many ways this acknowledgment is just a stop on a journey that started in 2001 when my predecessor, Charlie Leffler, instituted the ‘Team Excellence’ concept within the division. We used the APPA criteria to further hone our weak spots and were then successful in achieving this international honor.”

“Every member of our organization should take personal pride in our achievement because it was only attained through the efforts of the entire team. Now, the Facilities Division journey will continue as we strive to be even better.”

The “Team Excellence” program began on March 14, 2001 with the goals of improving communication among staff and customers, providing better customer service, and making the Facilities Division the best possible place to work. Facilities employees held idea generation workshops, shared ideas, and suggested a number of ways to best achieve the program’s goals.

The 900-plus Facilities Division employees at NC State provide design, construction, maintenance and operations services for the 2,200-acre main campus, as well as more than 106,000 acres of research and extension land across the state. Facilities employees maintain more than 13.5 million gross square feet of space in more than 700 campus buildings and another 1 million gross square feet of space in more than 400 buildings around the state.