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MacEwan University Facilities department achieves ISO certification

Edmonton – The Facilities Department at MacEwan University has become the first Facilities department in a post-secondary institution in North America to earn ISO 9001:2008 certification for Quality Management Systems.

ISO (International Organization for Standardization) speaks to the range of processes that assures adherence to a quality management system. For Facilities, ISO 9001:2008 addresses the planning, design, construction, renovation, operation and maintenance processes of MacEwan University campuses.

“Facilities’ processes are governed by three principles: say what you do; do what you say; and prove it,” said Stuart MacLean, Executive Director, Facilities.

The results for Facilities are engaged, well-trained staff who provide consistently high levels of service because work procedures are thoroughly documented and readily accessible. ISO 9001:2008 has provided the opportunity for all Facilities employees to participate in the development, refinement and continuous improvement of work processes, procedures and methods. This has resulted in a department that has total “buy-in” to the way Facilities’ services are delivered at the university. The Facilities department at MacEwan University is now at the vanguard of quality improvement and sustainability processes for universities across North America.

Founded in 1971, MacEwan University is proudly celebrating its 40th anniversary. As a comprehensive university, MacEwan offers more than 65 programs including undergraduate degrees, applied degrees, diplomas, certificates, continuing education and corporate training. Its philosophy of inspiring minds, providing career opportunities and opening the doors to academic excellence, continues to be its guide as it serves the educational needs of students across Alberta, Canada and the world.

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