

Service Excellence Action Plan for Office of the Fire Marshal

Dimension	Action Step	Timeframe
Knowledge	All OFM employees will take ongoing trainings to maintain certifications and knowledge base. Examples are Fire Inspector, Haz Mat Inspection, ICS/FEMA/NFA/MFRI	Ongoing
	Review and update all current policies and procedures with priority given to UMB Policy on Fire Safety of June 2001.	6/1/2025
	All OFM employees will take two additional courses on active listening skills through Percipio and will practice during team and 1:1 meetings and with customers.	12/31/2024
	Brainstorm with Police and Public Safety leadership ideas to increase employee knowledge of what other A&F units do.	12/31/2024
Communication	All OFM employees will take two additional courses on active listening skills through Percipio and will practice during team and 1:1 meetings and with customers.	12/31/2024
Process Improvement	Work with partners in EHS, O&M, and D&C to streamline processes that have overlap. Explore new technology options.	6/1/2025
	As OFM conducts building inspections, assist REPSM with updating their room numbers.	9/1/2025
Attitude	All OFM employees will take a Percipio course on building empathy and will practice during team and 1:1 meetings and with customers.	12/31/2024
	Collaborate with additional partners (researchers, O&M, EHS) to explore potential solutions when encountering barriers.	6/1/2025
Ownership & Accountability	Encourage more face-to-face interactions with customers to promote relationship building.	Ongoing
	Encourage growth and learning from mistakes.	Ongoing