

Servant Leadership and Cowboy Ethics



TDIndustries, Western Texas College Share Approach to Integrated Facilities Management

Western Texas College (WTC) bases its school values on James P. Owen's book *Cowboy Ethics*. When it searched for a new facility management service provider, it looked for companies who followed what Owen taught:

- Take pride in your work
- Always finish what you start
- Do what has to be done

When TD bid to become WTC's new facility management company, WTC saw a proud, friendly, and willing-to-help company. WTC knew they found the right fit.

"TD was able to step in and help right away," said Mitch Calhoun, WTC director of purchasing. "They're willing to take on projects around campus, and have made huge improvements in the overall look and function of campus."

Located 80 miles west of Abilene in Snyder, Western Texas College serves 10 counties and specializes in pre-professional and technical training for its 2,100 students. TD maintains a total of 29 buildings, including a coliseum and several off-campus structures.

TD's can-do spirit has been most evident where a team of four technicians tackles projects at the coliseum. When preparing for a rodeo, TD sets up animal pens, bucking chutes, roping chutes, and maintains the building and RV park. In some cases, TD has only days to get the coliseum ready for formal events like Chamber of Commerce meetings.

TD also sets the court for basketball games and volleyball matches, the stage for graduations, concerts, parties, and business discussions.

tdindustries.com

Why choose TDIndustries?

- Commitment to performing the job right consistently
- Vast array of trades allow quick response to any issue
- History of quality management of all operations
- Partners who take ownership of building's health and company's wellness
- Internal standard to go beyond requirements to meet customer's needs



At the Heart of Your Building

Facility Maintenance Just Across Campus



One winter when the campus needed heat quickly, TD replaced a half-mile stretch of a leaking gas line. When sidewalks needed to be replaced, TD laid new tracks. When other necessary projects arose, TD had the expertise and willingness to get it done as a team.

“It really doesn’t matter around here – if it’s asked of us, then we make time for it to happen as requested,” TD Project Manager Mike Bailey said. “We’re servant leaders at work, so we always find a way.”

One of the greatest improvements Calhoun has noticed has been at the two largest dorms: Glover Hall and Clinton Hall. Both accommodate approximately 150 students each. College students are notoriously rough on dorms, but TD’s team tackled maintenance to show immediate living improvements. In addition, Bailey’s team implemented cost savings through LED lighting installations, and other innovations to the buildings and work processes.

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then we make time
for it to happen.”

— Mike Bailey,
TD Project Manager
at Western Texas College

“Mike has been really good about updating them. Electrical, gas ... It’s great to see that happening,” Calhoun said.

Like WTC, TD prides itself on its core values: safety, trust, servant leadership, improvements, and diversity of thought. At Western Texas, Calhoun quickly saw TD integrating these values into the college’s culture. Many Western Texas employees knew Mike and his TDPartners by name within weeks. Today, they’re fully installed as de-facto members of the campus staff, and have truly “taken ownership of the campus,” Calhoun said.

Some contracts feature hidden costs and vague language that can keep owners on the hook for services they expected the facilities management company to absorb. Western Texas was

seeking a clear path to improvements, and TD’s transparent discussions, billing, and decision-making made that a reality.

That, along with TD’s reputation for going above and beyond everyday maintenance, sold Calhoun. He was pleasantly surprised with TD’s willingness to take on the maintenance of the fleet of campus vehicles.

“It’s not a large fleet; maybe 20-25, but they are looking out for the best interests and function of the campus,” Calhoun said. TD is proud to have a Partner that is a certified automotive technician at WTC.

Perhaps the biggest value to Calhoun was the additional support TD’s Service and Construction department could offer the college. Whenever an extensive project required outside help, Bailey could partner with TD’s Service or Construction department to provide expertise, equipment, and additional labor.

“We have Service Partners who can be here on the same day,” Bailey said. “When we do annual chiller maintenance, Service only needs to send one technician, because our Facilities team partners with him to learn and work together. We get to help him and WTC realized the savings. If we need more help, we can reach across the company to find the resources to solve it, because that is the heart of the work we do every day all across Texas.”

With a shared commitment to common values, TDIndustries and Western Texas College have worked to achieve a positive, steadily growing business relationship that ultimately increases the culture and prestige of the campus.



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