

# DFA Strategy Map 2012 - 2017

## Mission

We support CI's academic mission by transforming the delivery of services through continuous improvements, providing a foundation that is knowledge driven, flexible in approach, and entrepreneurial in spirit.

## Vision

We are the recognized leader for delivery of outstanding services to our campus community.

## Values

We value a **People-Centric** perspective that includes **Teamwork, Collaboration, and Relationships** across campus. In addition, we value **Excellence** that is exhibited through **Efficiency, Accountability, and Conscientious**

We also commit ourselves to these qualities:

~ **Timeliness** ~ **Safety and Quality** ~ **Compassion** ~ **Trust and Respect** ~ **Dedication and Willingness** ~ **Sustainability**

We provide responsive, flexible and dependable services that reflect value

We ensure the safety of our community and the application of regulations and rules

We help solve complex problems by providing a range of operational expertise

## Our Value to Our Customers

## Goals

### Achieve Operational Excellence

- Prepare for growth
- Improve customer service
- Share expertise and services
- Succession planning

### Recruit and Retain a Diverse and Talented Staff

- Create training and procedures manuals
- Foster entrepreneurship
- Offer robust development opportunities
- Community building

### Enhance Resources

- Document processes
- Implement online, web-based, self-service solutions
- Streamline processes to be timely and efficient
- Eliminate signatures
- Improve reporting

### Enrich Communication

- Improve websites.
- Add more communication tools (For example: Online hub, blog, newsletter, FAQ's, annual disclosures, online collaboration tool, contract and