

Example STRATEGY MAP

“Customer service is our focus. Quality results are our product.”

Mission

“We accomplish this through the innovative use of skills, knowledge, technology, a dynamic team approach, and effective communication. At all times, we strive to create a high quality of work life for our customers and fellow employees built on a cornerstone of **ethics, integrity, caring, and respect.**”

FINANCIAL/STAKEHOLDER

Maximize existing resources while identifying opportunities to secure additional revenue

Safeguard business resources, data and processes while providing visibility and access

Reduce costs, optimize return on investment and report results to stakeholders

We are accountable to our stakeholders

CUSTOMER

Enhance the way we communicate with BFS customers

Develop a comprehensive system that provides information and guidance to BFS customers

Establish relationships and promote partnerships with customers

We create exemplary customer experiences

INTERNAL BUSINESS PROCESS

Analyze and deliver technology solutions that promote efficiency and mitigate risk

Simplify processes/procedures and reduce workload for internal and campus departments

Develop business process metrics that illustrate how we are doing and drive improvements

We achieve operational excellence

INNOVATION & LEARNING

Capture and share employee knowledge that enhances employee growth and learning, in addition to facilitate succession planning

Sustain and enhance employee training to encourage and facilitate individual growth and benefit operational efficiency

Raise awareness of the benefits of working at UCSD/BFS

We value our people