

A&M System Office Strategic Plan Executive Staff Goal Responsibility

<u>Imperative</u>	<u>Goal</u>	<u>Responsibility</u>
1) Customer Satisfaction	1.1) Culture of Customer Service	Janet Smalley
	1.2) Customers' Highest Expectations Exceeded	Janet Smalley
2) Productivity & Efficiency	2.1) Processes Optimized	B.J. Crain
	2.2) Information Technology Fully Leveraged	Pierce Cantrell
	2.3) Shared Service Center Opportunities Implemented as Appropriate	Janet Smalley
	2.4) Accountability Assigned and Assessed	Janet Smalley
	2.5) Effective Planning Institutionalized and Sustained	Greg Anderson
	2.6) Capital Improvement Program (CIP) Excellence	Vergel Gay
3) Professional Development	3.1) Workforce that is Diverse	Janet Smalley
	3.2) System Member Training that Impacts Performance	Janet Smalley
	3.3) Employees Developed, Nurtured, and Mentored	Janet Smalley
	3.4) Succession Planning Model Operational	Janet Smalley
	3.5) Employee Contributions Recognized	Janet Smalley
	3.6) Training Operating System Implemented	Janet Smalley
4) System Advancement	4.1) Communication Opportunities Optimized	Rod Davis
	4.2) Legislative Program that Maximized Funding and Policy Opportunities	Stanton Calvert
	4.3) Federal/Research/Commercialization Opportunities Maximized	Guy Diedrich
	4.4) Collaboration With and Between System Members Fully Leveraged	Frank Ashley
	4.5) Communications and Participation is Comprehensive and Transparent	Rod Davis
	4.6) Campuses at Killeen and San Antonio Become Independent	Frank Ashley
5) A Culture of Compliance	5.1) Policies/Regulations/Rules are Aligned, Simplified, & Followed	Janet Smalley
	5.2) Work Place for Employees that is Healthy, Safe, and Environmentally Friendly	Greg Anderson