

B&F STRATEGIC FRAMEWORK

MISSION

We partner with the University community to provide the technical, financial, physical, information and human resource infrastructure essential to being a great public university of the world.

VISION

We will become a high-performance organization by:

- Being known for our deep expertise (both technical and business).
 - Demonstrating (via assessment and service) our understanding of the University's businesses.
 - Serving as fiduciaries of the University's assets (physical, financial, human, information and technology).
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GOALS

Become the University's **PROVIDER OF CHOICE** for the UM services we offer.

Become the **EMPLOYER OF CHOICE** for high-performing staff members and teams.

Demonstrate **BEST IN CLASS** leadership in managing University resources with respect to quality, cost, service and long-term impact for the University.

VALUES

RESPECT AND DIVERSITY

Treat all persons with dignity; capitalize on the wealth of viewpoints that reside in our multifaceted community; value all contributions.

ETHICS AND INTEGRITY

Foster trust and honesty in our interactions; behave according to established professional standards.

INNOVATION

Pursue informed risk-taking and creative problem solving; learn from our experience; think outside the box as an organizational hallmark.

COLLABORATION

Promote teamwork as the key to synergy; share more communication about each others' roles; pool our resources; "think outside the cube"; pick up the phone.

PROFESSIONAL GROWTH AND DEVELOPMENT

Invest in the professional growth of all staff through sharing experience and knowledge, through education (training and cross training) and through peer networking.

QUALITY AND CUSTOMER SERVICE

Identify performance standards; be a performance-based organization; have pride in our work; identify customer needs; take personal responsibility for customer satisfaction; respond quickly; pursue continuous improvement.

HEALTH, SAFETY AND THE ENVIRONMENT

Balance our support for healthy individual behaviors with our desire to provide a beneficial, safe working environment and provide environmental stewardship.

COMMUNITY

Unite as a group of people who share a common vision and values; dedicate ourselves to reaching shared goals through supporting each other and enhancing our knowledge and performance.

**BUSINESS
& FINANCE**
we make blue go.