

**Business Services
Strategic Plan
2008-2014**

Updated September 2008

New Synergies:

Launching Tomorrow's Leaders
Discovery With Delivery
Meeting Global Challenges

Business Services Strategic Goals

Vision

Business Services, in collaboration with our customers, is committed to providing excellence in business and support services.

To define the work culture and guide staff behaviors, Business Services relies on the following values, principles, and goals.

Values

- Focus on goals, objectives, and results
- Effective communications
- Continuous improvement
- Customer valued quality service
- Teamwork, partnerships, and integrity

Goal 1: Assure financial integrity

Through this goal, Business Services acts as a fiduciary and steward to ensure that the University is fiscally sound and complies with federal, state, and University operating guidelines.

Strategies

1. Facilitate implementation of the University Strategic Plan
2. Analyze, plan, and manage University finances, processes, and contracts in global and strategic partnerships
3. Review existing capital financing plans and the process to develop future capital financing plans
4. Engage operating units in activities to assure financial integrity for effective stewardship
5. Implement programs and initiatives to increase Purdue's sustainability
6. Enhance Enterprise Risk Management awareness and practices
7. Develop innovative and creative approaches to increasing revenues and maximizing resources

Read the complete Business Services Strategic Plan
<http://www.purdue.edu/business/StrategicPlan>

Principles

- Focus on the situation, issue, or behavior, not on the person
- Maintain the self-confidence and self-esteem of others
- Maintain constructive relationships with our employees, peers, and managers
- Take initiative to make things better
- Lead by example

Strategic Goals

- Assure financial integrity
- Value our employees and enhance opportunities for excellence
- Improve service delivery

Goal 2: Value our employees and enhance opportunities for excellence

Through this goal, Business Services acts to provide our staff with opportunities to work, learn, and develop; fair and equitable compensation and benefits; a diverse and inclusive work environment; and career advancement alternatives.

Strategies

1. Actively participate in the system-wide University classification project for staff positions
2. Assist in the review of University retirement plan options
3. Expand learning and professional opportunities for Business Services staff
4. Promote programs and initiatives to increase Purdue's diversity
5. Ensure effective performance management feedback for all staff

Goal 3: Improve service delivery

Through this goal, Business Services acts to continuously review and improve work methods, policies, practices, and procedures to optimize value to our customers.

Strategies

1. Enhance communications with our customer base
2. Continue to rollout, stabilize, and enhance OnePurdue
3. Implement integrated process for customer feedback
4. Conduct comprehensive policy reviews and updates
5. Enhance key business processes
6. Conduct ongoing organizational unit/staff assessments