

Business Services 2013 Strategic Plan

Mission

MU Business Services provides professional expertise for, and collaborates with, our customers; creating innovative solutions that support our University’s missions, ensuring accuracy and accountability in a supportive, productive and stimulating environment.

Vision

- **Advance** Business Services as an essential and enthusiastic partner in achieving the University’s missions.
- **Inspire** confidence and exemplify integrity by building long-term, successful partnerships.
- **Promote** a caring, diverse environment that respects and encourages the success of each person in Business Services and the customers we serve.

Components of Strategic Plan

Stakeholders	Strategic Goals	Stakeholder Requirements	Tactical Goals (examples and categories)
Customers - students, parents, faculty, staff, patrons, donors, listeners, departments, sponsors, alums	1) Deliver professional and superior service in ways we are aware.	Professionalism, quality service, accuracy, timeliness, reliability, value, training, communication, accessibility, ease of use (tools), mutually beneficial, friendly service, serve as if they could choose to go elsewhere (loyalty), anticipate and meet unexpressed needs	Survey what customers trying to accomplish and devise creative solutions to meet their needs.
	2) Identify, understand and meet the unexpressed needs of our customers and take necessary action to meet those needs.		GOS, T&E measure of speed of reimbursement, write offs percentages, calls to customers/borrowers, direct deposit percentage, bills paid (i.e. extent to which bills we sent are outstanding for Jesse Aud, MO Theatre, etc.)

			<p>Deliver innovation (e.g. contracts database, imaging in Cashiers, Concert Series new ticketing software, etc.)</p> <p>Implement Knowledgebase</p>
Business Services Employees	3) Value and invest in our staff	Compensation adequate, opportunity for growth, acknowledgement, opportunity to be valued, respected, appreciated and invested in	Achieve market compensation in all positions
			Employee assessment - what opportunities are you looking for? What do you value?
			Make effort to "right size" staff - Assess number of FTEs currently have and compare with current needs
			On-boarding process - employee orientation for all of Business Services
Campus Executive Leadership	4) Demonstrate value and contribution to organizational missions	manage resources effectively (within budget), mitigate and address surprises, demonstrate loyalty and engagement, mitigate risk, provide good information	Mitigate staff turnover
			Identify financial measures of performance and track
			Recognize and address existing risks (e.g. insurance claims, p-card audits, departmental reviews, T&E audits, etc.)
Vendors/Suppliers	5) Develop mutually beneficial partnerships	Treat as a partner, pay timely, provide appropriate support and manage to shared expectations (win/win)	Timely transactions processing
			Provide transparency
			Deliver innovation
Underwriters/Sponsors (i.e. advertisers, granting agencies)	6) Demonstrate the monetary value of the relationship and	Value for the money, positive association with the arts, shared values and goals (e.g.	Protect and enhance University Brand
			Community outreach

	enhance the the quality of life of our greater community.	outreach)	Demonstrate value of KBIA/CS as a combined entity
			Ratings goals
			Efficiency measure (e.g. costs for programming as a percent of total cost demonstrating low overhead)
			Effectiveness measures such as population reached per dollar spent on support