

**DEPARTMENT OF EMPLOYEE TRUST FUNDS
STRATEGIC BUSINESS PLAN SUMMARY
2002 – 2005**

Mission Statement

Our mission is ... to develop and deliver quality benefits and services to our customers while safeguarding the integrity of the Trust.

Guiding Principles

- ★ We are committed to excellence, quality and value in everything we do through the most effective use of our resources.
- ★ We focus on the needs of our customers and provide them with accurate, understandable and timely information.
- ★ We recognize and respect the integrity, professionalism, contributions and personal needs of our employees, who are our most important asset, and rely on them for our success.
- ★ We deliver excellent service through working relationships with our customers and colleagues.
- ★ We design benefit programs and services to attract and retain a competent, capable public workforce.

Goals

- ★ Governance
 - Broaden administrative flexibility to meet changing needs of our customers
 - Protect the integrity of the Trust by strengthening the duties, powers and responsibilities of the Trustees and Secretary
- ★ Staff Building
 - Promote atmosphere where candid discussion, critical thinking and innovation is encouraged and rewarded while maintaining strong culture of fiduciary responsibility to the Trust
 - Provide a challenging, supportive environment where employees feel valued, professional growth encouraged and work expectations balanced with available resources
- ★ Benefits
 - Clearly communicate benefit details and options in a manner appropriate to our customers and other stakeholders
 - Provide flexible benefits that are affordable and attractive to our customers
- ★ Process
 - Maintain sufficient resources to provide quality services and benefits and to meet essential customer needs in a timely manner
 - Cultivate a staff who understands the business processes and interrelationships across the organization
 - Ensure business strategies drive information technology initiatives