

2005

EZ_{SP}

Division of Revenue

2005-06 Strategic Plan

 Efficiency: Improve the effectiveness and efficiency of all Divisional business activities.	Goal 1: Improve productivity and reduce non value-added costs through continued implementation of process management and improvement approaches
	Goal 2: Improve supplier management approaches.
	Goal 3: Continue to develop and deploy information technology and systems.
 Customers: Improve customer satisfaction by obtaining and acting on customer feedback and proactively managing customer interactions.	Goal 1: Continue to expand and enhance methods to collect qualitative and quantitative information on customer satisfaction and customer feedback
	Goal 2: Continue to promote, emphasize and reinforce the division wide focus on customer service.
	Goal 3: Protect Taxpayer Privacy and Ensure Security of Taxpayer Information
 Compliance: Improve compliance through: 1. Helping to develop sound tax policy 2. Promoting voluntary adherence with tax and related laws 3. Administering a fair but firm response to non-compliance	Goal 1: Improve voluntary compliance with the tax code.
	Goal 2: Improve enforced compliance.
	Goal 3: Develop sound tax policy to achieve fairness and efficiency.
 Employees: Ensure employee success	Goal 1: Ensure employee development and retention.
	Goal 2: Improve performance management systems.
	Goal 3: Ensure that high standards are maintained in hiring practices
	Goal 4: Ensure that our work place(s) support high performance.
 Leadership Provide leadership in support of ECCELlence in state tax administration.	Goal 1: Ensure effective internal and external communication: a) Mission, vision, values, b) Strategies, goals, c) Customer & Stakeholder requirements, d) Staff & operational requirements
	Goal 2: Set and deploy strategic plan, achieve action plans
	Goal 3: Ensure the highest levels of ethical behavior
	Goal 4: Effectively lead and/or support succession planning and business continuity needs
	Goal 5: Measure results and review performance, setting the basis for improvement and learning.
	Goal 6: Promote individual & organizational learning & growth
	Goal 7: Balance value for customers and stakeholders