

Welcome to Finance and Operations

Divisional Orientation to a Quality Organization

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Session Objectives

- Welcome to Finance and Operations
- Where we fit in The University of Iowa
- Understand our Strategic Goals
- Our commitment to excellence

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Today's Agenda

- UI Core Values
- Divisional Goals
- What the goals mean to us as employees of Finance and Operations (FO)
- Ethics discussion
- Closing and Evaluation

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The University of Iowa

Your work is important to meeting the mission of the University

Education, Research, and Service

Core Values: Learning, Community, Responsibility, Integrity, Quality, and Diversity

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Divisional Priorities

Organizational Vitality	Financial Stewardship
Quality of Service	Process Improvement

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Organizational Vitality

- Appreciate and value new ideas
- Reward enthusiasm, learning, flexibility, and ongoing growth of various skill sets
- Value individuals and units that understand and live the concept of stewardship.
- Accept and understand the challenges to make our organization great.

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Financial Stewardship

- Trust
- Credibility
- Accountability

We are obligated to constantly consider what makes sense to reduce costs yet maintain high value service.

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Quality of Service

Students choose to study here

Faculty choose to teach here

Staff choose to work here

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FO Guidelines for Customer Service

- WE serve everyone!
- Written Correspondence
- Voicemail/Telephone Inquiries
- Email
- Calendar/Outlook

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Process Improvement

- Continuous quality improvement is essential for our division.
- Program review and ongoing process review are in place
 - We need your help in determining which business processes can be improved and how, implementing changes through your unit leadership

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Ethics Discussion

- Professional conduct
- Fairness
- Civility
- Information and Data Management
- Compliance
- Stewardship

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Resources

- Contact your unit or department leader if you have suggestions for improvement
- <http://www.uiowa.edu/~cqi/>
- Contact your HR representative
- Contact Organizational Effectiveness at 5-2085

Thank you for your time and participation and
Welcome to Finance and Operations

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