

Strategy Map

Thus achieving our mission and vision	<p align="center"><b>Our Mission</b></p> <p>Working in the spirit of collaboration and respect, the Finance and Administration Office of the Faculty of Medicine provides advice, support, and guidance related to financial and administrative policies and processes to assist learners, faculty and staff in accomplishing their goals related to core operational functions, research, and learning activities while ensuring appropriate oversight and reporting of financial information.</p>			
	<p align="center"><b>Our Vision</b></p> <p>We provide excellent, exemplary, courteous, client-focused operational service to our clients so they are able to meet their critical financial and operational objectives.</p>			
to meet the needs of the people we serve,	<p align="center"><b>Improving Lives – Our Finance Office Outcomes</b></p>			
	<p align="center"><b>Our Office Staff</b></p> <ul style="list-style-type: none"> <li>• Feel valued and respected</li> <li>• Feel supported and prepared to perform their duties and fulfill their roles</li> <li>• Are empowered to proactively suggest process changes</li> <li>• Are lifelong learners</li> </ul>	<p align="center"><b>Our Clients</b></p> <ul style="list-style-type: none"> <li>• Faculty, staff, and learners have the information they need and are empowered to facilitate productive resolution to their finance-related requirements</li> <li>• Faculty, staff, and learners rate their experience with our Office as excellent</li> </ul>	<p align="center"><b>Our Communities</b></p> <ul style="list-style-type: none"> <li>• The Finance Office embraces our responsibility to positively impact the health status of our communities</li> <li>• We contribute to the Faculty of Medicine’s community by ensuring our clients are able to achieve their finance-related objectives, thereby being able to address the needs of our larger communities.</li> </ul>	
so we can operate with effectiveness and excellence,	<p align="center"><b>Excellence in all we do ... We must excel at</b></p>			
	<p align="center"><b>Our core functions</b></p> <ul style="list-style-type: none"> <li>• Timely processing of requests in the key areas of invoice payment, invoice generation, purchase orders, purchases, grant administration, travel claims, conference attendance (virtual and/or in person), and catering</li> <li>• Budget preparation, budget monitoring, administer yearly budget meetings</li> <li>• Communicating required documentation and processing requirements to our clients</li> </ul>		<p align="center"><b>Social accountability</b></p> <ul style="list-style-type: none"> <li>• Comply with all government, regulatory body, and university requirements</li> </ul>	
to build a strong and prepared team,	<p align="center"><b>Our empowered people</b></p>			
	<p align="center"><b>Culture of Excellence</b></p> <ul style="list-style-type: none"> <li>• Unify our Finance Team around a focus on achieving our mission and vision</li> <li>• Create a productive, engaging, enjoyable, and supportive work environment for our staff</li> <li>• Build a commitment to client satisfaction</li> <li>• Build an environment of respectful collaboration with all our clients</li> </ul>	<p align="center"><b>Inspiring Leadership</b></p> <ul style="list-style-type: none"> <li>• Nurture and support formal and informal leaders within the Finance Office</li> <li>• Facilitate effective collaborations with clients through clear communication regarding shared responsibilities and processes to ensure optimal service delivery</li> <li>• Create and embrace opportunities for Finance Office staff to achieve their potential</li> </ul>	<p align="center"><b>Exceptional People</b></p> <ul style="list-style-type: none"> <li>• Ensure Finance Office staff have the necessary training to provide exemplary service to clients</li> <li>• Facilitate mentorship opportunities for our staff</li> <li>• Foster an environment that encourages / promotes wellness</li> <li>• Recognize and celebrate our collective and individual successes</li> </ul>	<p align="center"><b>Robust Infrastructure</b></p> <ul style="list-style-type: none"> <li>• Ensure Finance Office staff have access to the necessary equipment to provide exemplary, timely service to clients</li> <li>• Continue to stay at the forefront of developments in financial administration and reporting requirements</li> </ul>
we use our resources wisely,	<p align="center"><b>Our enduring legacy - sustainability</b></p>			
	<p align="center"><b>Efficient, Effective Resourcing</b></p> <ul style="list-style-type: none"> <li>• Allocate resources to meet our mission and vision</li> <li>• Ensure Finance Office staff are well-</li> </ul>	<p align="center"><b>Continuous Performance Management and Improvement</b></p> <ul style="list-style-type: none"> <li>• Track, measure, and analyze our performance against our stated goals and timelines for service</li> </ul>	<p align="center"><b>Dynamic Advocacy</b></p> <ul style="list-style-type: none"> <li>• Promote our mission and vision</li> <li>• Promote the mission and vision of the Faculty of Medicine</li> </ul>	

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	<p>versed in all policies related to their specific areas of responsibility</p> <ul style="list-style-type: none"> <li>• Ensure Finance Office staff effectively and efficiently communicate requirements to all clients</li> </ul>	<p>delivery non-compliances</p> <ul style="list-style-type: none"> <li>• Adhere to the timelines developed for responses to clients with requests for assistance/service</li> <li>• Use data and evidence to continuously improve our performance results and set improvement goals to address any variations in service delivery</li> </ul>	<ul style="list-style-type: none"> <li>• Identify opportunities for improvements related to financial administration and bring these to the attention of key decision makers</li> </ul>
<b>Guided by our values,</b>	<b>Our Values</b>		
	Put the needs of our learners and communities at the forefront of everything we do		
	Support faculty and staff to succeed		
	Act and lead with integrity and professionalism		
	Embrace learning, creativity and innovative thinking in all we do		
	Foster inter-dependent teamwork and collaboration		