

FY22 Goals and Objectives

Goal 1

Provide internal and external customer experiences that demonstrate Administrative Operations' value to Purdue.

- Deliver high-value services and products on-time and on-budget
- Conduct pertinent customer satisfaction checks to gauge impact of AO services; use feedback for both internal improvement and to demonstrate effectiveness
- Communicate results in a timely and creative manner to enhance AO's brand
- Provide an AO annual summary report reflective of AO performance, highlighting commitment to safe, reliable and transformative services

Goal 2

Recruit, retain and develop top talent to foster a stable, reliable and engaged workforce.

- Create a flexible and collaborative workplace that supports the health, wellness and performance of employees
- Foster employee engagement through communication and feedback to understand current state of culture and identify areas for improvement
- Support management by providing resources to engage staff, identify high-potential employees and develop succession plans
- Develop baseline operational metrics to provide insight regarding the well-being of the AO workforce

Goal 3

Work with CFO and other campus partners to update and improve AO 'Income Producing Activities' charges and fee structure process to ensure fair pricing and operating budget stability.

- Eliminate unneeded charges and fees; investigate if new fees and charges make sense
- Finalize changes to collaborate with customers and provide timely notification of the FY23 budget
- Provide metrics that highlight the added value of AO Income Producing Activities

Goal 4

Reduce recordable injuries by creating an AO Safety Management Program.

- Develop employee safety metrics dashboard
- Reduce Total Injury Rate (TIR)
- Create consistency through the development of a documented safety program