

# **OIG 5-Year Strategic Goals and Strategic Objectives**

## **FY 2007-FY 2011**

### **1. Strategic Goal: Add Value to Postal Service Operations** **Influence Postal Service actions that improve operational efficiency, increase revenue, and enhance service to customers. Make recommendations that, if implemented, will over the next 5 years:**

- **Strategic Objective:** Support Postal Service efforts to generate revenue and cut costs, by identifying \$2 billion in revenue and cost reductions.
- **Strategic Objective:** Contribute to improve customer service in Postal Service operations
- **Strategic Objective:** Leverage innovative and cutting edge technologies to support the generation of Postal Service revenue (or savings of cost) by \$250 million

### **2. Strategic Goal: Preserve Integrity and Security for the Postal Service** **Improve operational integrity and reduce the risk of loss by detecting and preventing vulnerabilities to fraud, abuse, and breaches of security.**

- **Strategic Objective:** Develop analytical tools to proactively identify vulnerabilities, propose countermeasures, and measure the effectiveness of such countermeasures.
- **Strategic Objective:** Conduct objective, independent, timely, and high-quality investigations of employee misconduct and contract fraud that over the next 5 years will recover \$600 million in fines, restitutions, recoveries, settlements, and cost avoidance.
- **Strategic Objective:** Conduct audits of the Postal Service, investigative services, and security programs and make recommendations that will improve the safety and security of the nation's mail systems and its employees

### **3. Strategic Goal: Continuously Improve OIG Products and Services** **Take proactive steps to enhance OIG systems and processes that over the next 5 years will:**

- **Strategic Objective:** Expand products and services, and add capabilities to continually meet the evolving mission of the OIG
- **Strategic Objective:** Develop and implement new tools and processes (or streamline existing ones) to allow the OIG to improve (OIG's own) productivity
- **Strategic Objective:** Continuously improve the responsiveness and value of products and services to internal (OIG) and external (Postal Service) stakeholders
- **Strategic Objective:** Leverage innovative and cutting edge technologies to increase operational efficiencies, improve the effectiveness, or expand capabilities of OIG operations by \$20 million over the next 5 years

#### **4. Strategic Goal: Pursue a Highly Satisfying, Performance-based Culture within the OIG**

- Strategic Objective: Collectively, achieve and maintain the organization competencies necessary to deliver any product and service expected by stakeholders
- Strategic Objective: Improve employee satisfaction and demonstrate measurable improvement during the next 5 years
- Strategic Objective: Enhance the performance management system and link performance goals to each component, director/SAC, manager/ASAC, and employee; link to strategic imperatives and goals
- Strategic Objective: Develop a succession planning program, implement within all levels of the OIG