

**National Business Center
Administrative Operations Directorate**

Mission, Vision, and Guiding Principles

The Administrative Operations Directorate (AOD) has the unique responsibility of providing critical administrative and operational support to a diverse group of customers within the NBC and throughout the federal government. To develop a meaningful and manageable path toward continual future business success, the AOD has developed the following vision and mission statements. The mission statement identifies the AOD as the operational backbone of the NBC, a term which reflects the AOD's unique role as provider of core administrative and operational services to the NBC. While many other directorates in the NBC have lines of business and operate within a more traditional business model, the AOD primarily provides mandated services and only has a few areas that operate as a competitive line of business (i.e., Drug and Alcohol Testing and Creative Communication Services). The following vision and mission statements reflect the AOD's unique role in the NBC and the directorate's commitment to efficiency and excellence.

Mission

To be the operational backbone of the NBC and to enable our customers to focus on their mission by providing excellent products and services through effective management of our resources

Vision

To set the standard by which federal agencies manage facilities and to deliver optimum value in all of our products and services.

Guiding Principles

To support the goals and mission of the NBC, the AOD has adopted the four guiding business principles of the NBC: Integration, Modernization, Accountability, and Customer Value. The AOD has also selected two additional principles that are central to the directorate's mission and vision: Safety and Health and Stewardship. Safety and health are of primary importance for all of our operations and the AOD is deeply committed to ensuring the safety and health of its own employees and the people in the facilities that it serves. Similarly, stewardship of resources is an integral part of the AOD's mission.