



**AOC STRATEGIC VISION
AND FIVE YEAR FOCUS**
Initiated 2012



*“There may be 2,600 of us,
but we work as one.”*

- Stephen T. Ayers, AIA, LEED AP



MESSAGE FROM THE ARCHITECT

When I think of our organization, one word instantly comes to mind: Teamwork. It was through tremendous teamwork that the Architect of the Capitol's Strategic Vision and Five Year Focus was developed. And, it will be through dedicated teamwork that we achieve the goals we have set for ourselves. This vision has been crafted with the input from our colleagues throughout the organization over the course of a year. Innovative ideas were offered. We asked challenging questions, and researched best practices, all in an effort to create an inspirational plan that will help us make good decisions, continue to make improvements in what we do and how we do it, and challenge us to do our jobs even better.

Although our organization can trace its roots to the setting of the Capitol's cornerstone in 1793, it is imperative that we continue to transform into a forward-thinking, collaborative, and innovative organization. This vision will help us deliver projects on time and within budget, enhance workforce flexibilities, foster greater communication and transparency, and build stronger relationships both with our clients and one another.

As we develop our implementation plan to focus on the next five years, we will again bring together diverse strategy teams to collaborate on the best ways to achieve our desired outcomes. We will develop specific actions, timeframes, and measures of success. We will continue to have active dialogues to tackle our toughest challenges and look for opportunities on which to capitalize.

Together we will embrace our vision of being an exceptional team, acclaimed for superior service, recognized as trusted stewards, and renowned for enriching people's lives in order to accomplish the goals we set forth.

Stephen T. Ayers, AIA, LEED AP
Architect of the Capitol



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OUR PROMISE



The dedicated, professional staff of the Architect of the Capitol are the cornerstone of our success.

Together, we work to effect change and improve efficiencies throughout the organization as we **SERVE** Congress and the Supreme Court. We will work to anticipate problems and we will propose solutions. We will protect and **PRESERVE** the awe-inspiring facilities entrusted to our care, and will strive to be recognized for our unsurpassed craftsmanship, stewardship, and service. We will create new and innovative ways of doing things, and lead by example.

We will continue to go the extra mile for our customers and visitors in order to **INSPIRE** memorable experiences that educate, inform, and enrich people's lives.



MISSION AND VISION





OUR MISSION:

To serve Congress and the Supreme Court, preserve America's Capitol, and inspire memorable experiences.

OUR VISION:

We will be an exceptional team, acclaimed for superior service, recognized as trusted stewards, and renowned for enriching people's lives.



CORE VALUES





The **PROFESSIONALISM** and **INTEGRITY** of each AOC employee demonstrates our dedication to providing quality services and our commitment to holding ourselves to the highest standards.

We recognize that we do our best work through **TEAMWORK**, each of us lending our individual strengths and talents to the greater goal of the entire team. We respect each other and rely on each other in our efforts to make the AOC a center of excellence.

We take great **PRIDE** in what we do and in the honor of serving Congress, the Supreme Court, and the American people each and every day.



STRATEGIC GOALS



ONE TEAM, ONE MISSION

– United in Excellence

Outcome: We will foster a culture of learning, sharing, cooperation, and teamwork that improves efficiency and effectiveness throughout the AOC.

CULTIVATE AN ORGANIZATIONAL CULTURE OF LEARNING, SHARING, AND SUPPORT

STRATEGIES

- ▶ Enhance the foundation on which AOC develops and delivers results and strengthen the agency's reputation for excellence
- ▶ Increase the use of cross functional teams drawn from across the agency to develop and share solutions to common challenges
- ▶ Expand external collaboration to enhance innovation, deliver better value, and exceed expectations
- ▶ Participate and actively engage in professional associations and partnerships

UTILIZE AOC RESOURCES EFFICIENTLY

STRATEGIES

- ▶ Expand the adoption of best practices where beneficial
- ▶ Streamline AOC internal operations for enhanced efficiency and effectiveness
- ▶ Maximize the effectiveness of financial information in the decision making process

COLLABORATIVELY DEVELOP AND IMPLEMENT STANDARDIZED PROCESSES, POLICIES, AND PROGRAMS

STRATEGIES

- ▶ Create and engage in proactive risk management processes
- ▶ Establish and implement a program that drives quality improvement throughout the agency
- ▶ Build a consistent data framework to manage knowledge as an agency asset and drive productivity



STRATEGIC GOALS



INNOVATIVE AND EMPOWERED WORKFORCE

– Leading Change Together

Outcome: We will attract, develop, and retain exceptional employees. We will empower our workforce to be innovative and advance new programs and processes to serve our clients, preserve our national treasures, and inspire memorable experiences. We will embrace change through outstanding leadership and continuous improvement.

PEOPLE ARE THE CORNERSTONE OF OUR SUCCESS

STRATEGIES

- ▶ Enhance opportunities for personal and professional growth
- ▶ Strengthen our programs and strategies to attract and retain outstanding employees

INCREASE EMPLOYEE INVOLVEMENT AND ENGAGEMENT

STRATEGIES

- ▶ Empower employees to serve as AOC ambassadors who model our core values
- ▶ Cultivate a work environment of trust and employee engagement
- ▶ Encourage workplace innovation, new ideas, and solutions

BUILD A CULTURE OF TRANSPARENCY, OWNERSHIP, AND ACCOUNTABILITY

STRATEGIES

- ▶ Instill and foster accountability and responsibility
- ▶ Promote transparency through effective, tailored, and clear communications

A photograph of a grand, ornate dome interior, likely a state capitol building. The dome features a central fresco depicting a group of figures in a dramatic scene. Below the fresco is a decorative band with a repeating floral pattern. Further down, there is a balcony with arched windows and a frieze with relief sculptures. A worker wearing a white hard hat and safety harness is positioned in a metal lift bucket, working on the lower part of the dome's interior. The lighting is warm, highlighting the intricate details of the architecture.

STRATEGIC GOALS

AWE-INSPIRING FACILITIES

– Unsurpassed Craftsmanship and Stewardship

Outcome: We will ensure outstanding stewardship of our nation's assets to facilitate legislative and judicial business and promote a safe, healthy, and secure environment through the efficient use of resources, integrated facility planning, and sustainable practices.

PRESERVE, ENHANCE, AND PROTECT OUR FACILITIES AND LANDSCAPES

STRATEGIES

- ▶ Leverage technologies to improve facility management and increase operational efficiency
- ▶ Establish a world-class facility cleaning program
- ▶ Integrate safety, security, and preservation principles into business operations

STRENGTHEN OUR FACILITIES THROUGH ASSET LIFECYCLE MANAGEMENT

STRATEGIES

- ▶ Establish a world-class maintenance program
- ▶ Integrate facilities asset management processes and practices
- ▶ Establish an integrated enterprise information model for facilities management
- ▶ Prepare our facilities to be a model workplace of the future

PROMOTE A CULTURE OF RESOURCE CONSERVATION

STRATEGIES

- ▶ Improve facilities asset performance
- ▶ Integrate sustainable practices into business operations
- ▶ Strengthen a culture of sustainability with stakeholders and external organizations

PROVIDE SUPERIOR PROJECT DELIVERY

STRATEGIES

- ▶ Leverage best in class project management principles
- ▶ Strengthen facilities planning



STRATEGIC GOALS



EXTRAORDINARY SERVICES

– Going the Extra Mile

Outcome: We will provide proactive, professional, and integrated services that exceed clients' and visitors' expectations because we understand and anticipate their needs.

PROVIDE EXTRAORDINARY CLIENT SERVICES

STRATEGIES

- ▶ Improve AOC service delivery for both internal and external customers and clients
- ▶ Increase efficiencies and transparency in the AOC acquisition process
- ▶ Enhance AOC efficiency through integrated services

EDUCATE, INFORM, AND INSPIRE THE CAPITOL HILL VISITOR EXPERIENCE

STRATEGIES

- ▶ Enhance opportunities for memorable visitor experiences that educate and inform
- ▶ Enhance the visitor experience through effective use of digital media and tools
- ▶ Facilitate the development of a collaborative Capitol Hill visitor experience

We take great pride in our work and are honored to serve Congress, the Supreme Court, and the American people.

Serve • Preserve • Inspire

