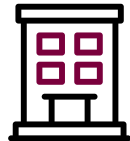


Defining Operational Excellence supports...



Consistency across the Division

Ensures better understanding of what operational excellence involves.



Alignment with Institutional objectives

Supports McMaster University's priorities and goals by ensuring activities are aligned.



Efficient Resource Usage

Emphasizes the optimal use of resources (people, technology, finances, etc).



Goal Setting

Ensures departments and other units goals are aligned and consider all aspects of operational excellence.



Collaboration

Fosters better communication and collaboration, leading to more innovative solutions and streamlined processes.

**Developed through extensive consultation with staff across the Division, including small and large group sessions and surveys*

Achieving Operational Excellence

Operational Excellence means creating a harmonious, efficient and forward-thinking ecosystem that supports and enhances the university's core mission of education and research, benefiting our faculty, students and staff. Below are the four pillars of operational excellence:

Engaging Employees

- Empowering employees
- Fostering inclusiveness and collaboration
- Recognizing contributions
- Ensuring open communication
- Fostering a supportive culture

Use Resources Strategically

- Using resources optimally
- Responsibly managing finances
- Leveraging technology and innovation
- Monitoring to improve performance
- Implementing sustainable practices



Excellence in Service

- Being transparent in our communications
- Collecting and considering community input
- Delivering timely service
- Innovating in service delivery
- Maintaining high standards

Support McMaster Goals

- Aligning with university strategy
- Strengthening academic partnerships
- Measuring performance
- Fostering cross-functional collaboration
- Managing risk proactively

Operations & Finance

Bringing your values to life through our principles:

Data Driven
Decision-Making

Commitment
to Continuous
Improvement

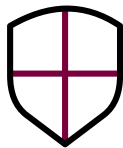
Collaboration,
Inclusion and
Engagement

Take an
Institutional
Approach

Transparent
Communication

Mission

We enable the success of our community by supporting teaching, research and operational excellence, fostering an inclusive culture of innovation, community engagement and collaboration.



Vision

We aspire to be a global leader in the delivery of integrated, seamless and sustainable solutions, providing our community with the talent, resources and experiences necessary to excel in an ever-changing world.



Values

Curiosity
Accountability
Quality
Empathy
Teamwork
Inclusiveness
Integrity

