

Values

What are all the principles (values) that will guide our decisions and actions concerning the shared services project?

Customer Driven-ness	Efficiency	Measuring our results	Transparenc y	Valuing People	Short term wins / long term success	Ethics and integrity
Develop and update service agreements (manage expectations)	Cost effective	Fact-driven decisions regarding svcs provided	Transparent, especially about costs of services	Consider the human element	Substantial results immediately	Professional, ethical, conduct
Customer driven	Leverage Information Technology	High Quality - predictable - timelines - reliable	Transparent - costs - terms - services	Calming staff concerns	Optimize for early win (effective planning)	
Standardization ... don't forget customer	Process focused "BPR" leverage technology	Performance data driven				
Assure customer Satisfaction	Eliminate duplication	Benchmarking				
Flexibility --- adaptability	Simplification of admin. Processes	Use proven practices				
Commitment to relationship building	Reduce or eliminate compliance and/or governance role from SS Ctr					
Define Expectations (agreed upon goals)						
Quality – tension within the idea of being customer driven						

¹ Business Process Re-engineering