
STRATEGIC PRIORITY

5.0 Infrastructure and Support

SUB-PRIORITY

5.7

Improve the effectiveness and efficiency of administrative and operational processes aligned with our academic mission

EXECUTIVE SPONSOR

Ian Nason
VP, Finance & Administration

PROJECT LEADS

Margaret Sterns
Director, Internal Audit Services

RELATIONSHIP TO OTHER STRATEGIC PRIORITIES

5.1

DESCRIPTION

Dalhousie needs effective and cost efficient administrative and operational processes to support the core mission of teaching, research and service to students, faculty and staff.

SPECIFIC GOALS

1. Establish cyclical and systemic reviews of administrative services.
2. Improve “customer” satisfaction in service areas by 2018.