

Guiding Principles will provide guardrails for key design and project decisions

Service Delivery

Prioritizes delivery of transactional and high risk administrative processes to free up resources for more strategic work.

Leverages technology, innovation, and automation to improve service delivery whenever possible.

Prioritizes delivery of high quality services and customer satisfaction over aggressive cost reductions.

Ensures that service delivery performance is quantitatively measured, tracked, and reported openly.

Customer Involvement

Involves key university stakeholders at all major decision points and throughout all phases of the project.

Provides customers an active role in defining service expectations and requirements.

Culture

Fosters a culture of customer service and feedback, "HR business partners", and service excellence.

Ensures transparency, consistent communication, and clear articulation of value proposition across RU.

Future Oriented

Enables future scalability for both customers and services to support RU's continued growth and success.

Continually invests in training and employee development to enhance service delivery and performance.

Institutional Alignment

Clearly aligns with and enables RU's broader HR transformation and "One Rutgers" initiatives.

Driven by decisions that focus on the overall institution instead of individual business units.