

HIGH PERFORMANCE CULTURE

FOUNDATION STEPS:

First Step—Our HR mission, vision and values feed into our HR Strategy

Second Step—Our HR strategy supports our four HR strategic pillars:

- Quality Customer Service
- Effective Talent Management
- Continuous Process Improvement
- Compliance and Management of Risk

Third Step—HR Strategic Pillars are aligned with our HR strategic goals

PILLARS:

The HR Pillars support:

- The overarching umbrella of high performance and positive outcomes for UMMS
- The entire structure is encircled by:
 - a positive campus culture
 - the work promoted by UMMS Human Resources

Quality Customer Service

Continuous delivery of HR services and achieving/maintaining high customer satisfaction. Building and maintaining effective communications and trust with key partners.

Effective Talent Management

Getting the very best people, and putting them into the right roles. Retaining high performers and conducting pragmatic and focused organization and succession planning.

Continuous Process Improvement

Aligning HR processes first with the institution's strategic objectives. Ensuring that HR is seen as a partner that supports the achievement of those objectives. Eliminating waste and minimizing low value-added activities.

Compliance and Management of Risk

Continuing to create the process of defining both individual and group behaviors to ensure the organization's applicable laws and policies are followed. Supports the hire and retention of individuals that are knowledgeable about HR specific laws and can support policies and procedures in relation to these laws. Write effective policies and procedures and place them in a repository and effectively communicate it throughout the organization.

HR STRATEGIC GOALS

STRATEGY

In support of the HR mission, vision and values of the University, UMass Medical School (UMMS) is focused on creating a positive culture and supporting the talent and development, engagement, and health and well-being of students, faculty and staff achieving high performance and positive outcomes for the institution.

HR Mission Statement: HR will support UMMS' mission to advance the health and well-being of the people of the commonwealth and the world through pioneering advances in education, research and health care delivery by:

- Creating an adaptable and service focused HR infrastructure that supports institutional growth;
- Fostering an inclusive and diverse environment that values learning and empowerment of staff, faculty and students;
- Promoting a rewarding work experience which supports the recruitment and retention of superior talent.

HR Vision: We promote and implement the best HR practices in support of sustainable growth and success, through responsive service to the UMMS community, and effective organizational solutions.

HR Values:

- Civility
- Integrity
- Diverse Perspectives
- Responsive
- Collaborative