

Strategic Plan 2017–2020

Mission

The Office of Inspector General (OIG) provides independent oversight by conducting audits, evaluations, investigations, and other reviews of the programs and operations of the Board of Governors of the Federal Reserve System (Board) and the Consumer Financial Protection Bureau (CFPB). We demonstrate leadership by making recommendations to improve economy, efficiency, and effectiveness and by preventing and detecting fraud, waste, and abuse.

“To be *the* trusted oversight organization of the Board and the CFPB.”

Vision

To be *the* trusted oversight organization of the Board and the CFPB.

We will realize our vision by being

Dynamic. We are proactive and adaptable to changing circumstances while striving to continuously improve.

Insightful. We understand complex issues from various perspectives and provide valuable, meaningful information to our stakeholders.

Value Added. We provide products and services that exceed expectations and produce positive, useful results.

Engaged. We are committed to our strategic direction and to building trust with each other and with our stakeholders. We are empowered to make a positive impact.

Values

Integrity. We hold ourselves and each other to the highest ethical standards.

Objectivity and Independence. We conduct our work based on supportable facts without bias or undue influence.

Respect. We treat each other and our stakeholders with consideration, professionalism, and dignity.

Excellence. We are committed to achieving the highest quality in everything we do.

Collaboration and Teamwork. Our success lies in working together; fostering a mutually supportive environment; and affording each team member the opportunity to contribute, learn, develop, and grow.

Diversity and Inclusion. We are committed to diversity and inclusion in our workforce, our products, and our practices.

1

Make a Difference:

Deliver results that promote agency excellence.

1. Focus on critical agency risks, programs, and operations as well as stakeholder concerns.
2. Produce high-impact, timely products and services.
3. Increase collaboration within the OIG during the planning and delivery of products and services.
4. Embrace opportunities to innovate OIG products and services.

2

Cultivate Great Teams:

Promote a diverse, skilled, and engaged workforce and foster an inclusive, collaborative environment.

1. Provide continuous learning, professional development, and leadership opportunities.
2. Increase collaboration and knowledge sharing across the OIG.
3. Recruit, develop, and retain employees of diverse backgrounds and perspectives.
4. Encourage divergent views and improve the transparency of internal decisions and communications.

3

Build Bridges:

Optimize external stakeholder engagement.

1. Raise awareness of the OIG.
2. Increase understanding of the OIG's role, value, and impact.
3. Improve the effectiveness of stakeholder communications.
4. Incorporate stakeholder feedback to enhance OIG products and services.

4

Work Better:

Advance organizational effectiveness and model a culture of continuous improvement.

1. Enhance prioritization of work activities and available resources.
2. Improve the availability, integration, and use of technology.
3. Develop and implement a strategy to effectively integrate a flexible work environment.
4. Streamline and improve OIG processes.
5. Encourage and support innovative approaches to our work.