



U.S. Coast Guard Mission Support Strategic Plan (2016-2020)

VISION: Excellent and sustainable support for Coast Guard missions.

MISSION: Deliver and support the people and systems that enable operators to carry out Coast Guard missions.

GOALS	OBJECTIVES				
1. Capability & Capacity to Sustain Mission Demand To achieve the appropriate level of readiness for both traditional and emerging domains, as well as contingency operations, we will acquire and sustain the required complement of assets, systems, and people.	1.1. Fulfill operational capability and readiness requirements.	1.2. Strengthen the connection between operational priorities and mission support resource allocation.			Service to Nation
2. Workforce Development & Well-being To support mission accomplishment, we will continuously apply high-caliber talent and experience in a safe and positive work environment.	2.1. Keep our workforce resilient, proficient, and prepared.		2.2 Adapt the Coast Guard's human capital system to meet the demands of an ever-changing external environment. 2.3. Increase workforce development opportunities.	2.4. Strengthen our positive safety culture.	Duty to People
3. Standard Service Delivery To deliver what our customers need when and where they need it, we will leverage standard processes and service levels based on established requirements.	3.1. Develop standard levels of service.		3.2. Implement the Mission Support Business Model.	3.3. Increase unity of effort across the mission support enterprise.	Commitment to Excellence
4. Efficiency through Innovation As part of our commitment to affordability, we will ensure our processes, products, and services are efficient and cost effective, and encourage judicious implementation of innovative ideas.	4.1. Streamline processes to minimize the burden to operations.	4.2. Achieve the optimal balance of mission support delivery and cost effectiveness.		4.3. Encourage thought leadership, creativity, and strategic thinking.	Commitment to Excellence
5. Performance Management & Governance To strive for the highest standards of performance, we will continuously assess performance.	5.1. Link mission support performance to Coast Guard operations.	5.2. Leverage strategy and data to fully inform resource decisions.	5.3. Build a responsive and flexible governance framework.		Commitment to Excellence
BALANCED SCORECARD	Customer & Stakeholder	Financial/Stewardship	Internal Process	Organizational Capacity	

STRATEGIC FOUNDATION: The Mission Support Principles (Flexibility, Responsiveness, Resiliency, Transparency, Integration, and Affordability)