Because Our Mission is Vital

Every Arizona state agency has a vital mission that gives urgency, direction and purpose to all that we do as state employees. Because our missions are vital and continue to expand with each passing year, we have a responsibility to get faster and better at doing the vital mission work that Arizona’s taxpaying investors expect and demand. Consider this our burning platform for continuous improvement.

Faced with challenges of smaller government and tighter budgets, the way we find capacity to do more vital mission work for Arizona is by reducing waste and inefficiency in how we do our work. It’s not about making employees work harder or for longer hours. This simply leads to frustration, burn out and bad behaviors. Rather, what we want to do is to see citizens as our customers who seek value in the products and services we provide. The way we get to maximize the long-term mission benefit for Arizona is by delivering value to customers. Otherwise, we spend our time handling complaints and tending to other wasteful distractions.

The other thing that we want to do is to engage you, our state employees, in finding the solutions to create a better Arizona. The way we’re doing this is by deploying a professional, results-driven statewide management system to provide us the methods and tools we need to drive continuous improvement in our agencies.

In the weeks ahead, you can expect to see more of these messages that expand on themes and elements associated with our transformation toward becoming a continuously improving statewide enterprise through the Arizona Management System. For now, to get a head start, you may want to begin reviewing useful information found on the ams.az.gov website under the Resources tab, including employee video tutorials, reference documents and suggested reading.

This is a very exciting time for all of us in state government. Arizona is on the leading edge of states across the country looking for better, faster ways to deliver vital services and citizen outcomes. We can be very proud of the work we’re doing and the successes that are beginning to result. So please stay tuned and be engaged in these efforts. We’re taking this journey together, and the road ahead is bright.

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