

CORE VALUES

INTEGRITY

I will be honest at all times and treat others fairly.

COMPASSION

When interacting with others, I will be kind and compassionate.

QUALITY

I will seek to improve my performance every day.

RESPONSIVENESS

I will respond to all requests within the agreed time line.

CORE VALUES

EDUCATION

I will seek opportunities to expand my professional development.

INNOVATION

I will be open to new ideas and support new initiatives.

RESPECT

I will treat and speak to others as I wish to be treated and spoken to.

LIFE

I will lead a balanced life in order to contribute to the life-saving mission.

CORE CUSTOMERS

DONOR FAMILIES



TRANSPLANT CENTERS



TISSUE PROCESSORS



CORNEAL TRANSPLANT
SURGEONS

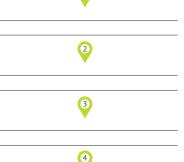




STRATEGIC OBJECTIVES

PILLAR	DASHBOARD MEASURES
SUSTAINABILITY	Workforce Satisfaction
	Operating Margin
CUSTOMER	Complaints
OPERATIONAL EXCELLENCE	Organ Transplants
	Tissue Donors
	Corneal Transplants
	Research
	Donor Designation
INNOVATION AND PROCESS IMPROVEMENT	Strategic Projects

3 YR STRATEGIC OBJECTIVE	2019 STRATEGIC OBJECTIVE	2019 INITIATIVE
Baldrige	Increase 1	Improve
recipient	band level for	systems and
before 2021	2 categories	processes
5% increase in	ldentify	Explore
revenue from	alternative	alternative
alternative	revenue	revenue
sources	sources	sources
Reach 50% designation	1.5% increase in PA .75% increase in WV	Breakthrough methodology to increase designation
6% increase	1% increase	Increase
in organs	in organs	suitable organs
transplanted	transplanted	for transplant



GOALS





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