

2021-2025

# STRATEGIC PLAN

## STATEMENTS AND GOALS



pennsylvania  
DEPARTMENT OF REVENUE

### PURPOSE

Funding programs and services to benefit all Pennsylvanians

### MISSION

To fairly, efficiently, and accurately administer Pennsylvania tax and Lottery programs

### VISION

To be an innovative, customer-focused, and employee-centered agency

### VALUES

- We act with integrity
- We are inclusive
- We are connected
- We are service-oriented
- We are adaptable
- We are continuously learning

### STRATEGIC GOALS

Identify and address barriers to human diversity, equity, and inclusion

Use data-informed decision making to manage operations and inform stakeholders

Promote voluntary tax compliance through education, communication, and service

Modernize systems to enhance tax and Lottery administration

Transform the customer service experience

Continually improve Lottery sales and net profits

Develop our workforce for current and future growth

Expand and promote a sustainable Lean culture

Instill public confidence

### FOUNDATIONAL KEY GOALS

Operational Excellence

Customer Satisfaction

Effective Tax and Lottery Administration

Engaged and Supported Workforce

