# Virginia Tax

## **Strategic Plan Executive Summary**

November, 2020



### **Commissioner's Message**

Virginia Tax's Strategic Plan represents our best thinking about how to focus and prioritize our resources on behalf of Virginia's taxpayers.

During the planning process, we engaged individual and business taxpayers, tax professionals, local officials, and our employees. Their input shaped the goals and strategies you'll see in these pages and I am grateful for their input.

Our leadership team will use this plan to guide our decisions and report on our progress. We appreciate the opportunity to share our plans with you. Sincerely,

Craig M. Burns





### Purpose, Values, Mission, Vision, and Goals











### OUR VISION

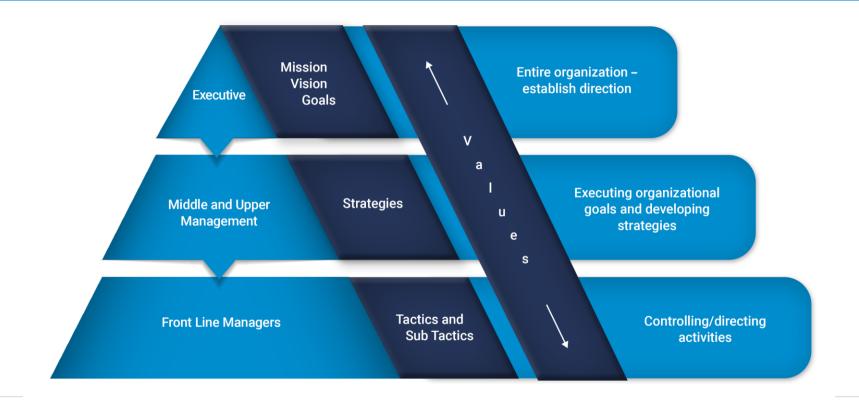
To be the nation's leading tax administration agency through a customer-first focus and a culture based on accountability, collaboration, and trust



## OUR MISSION

### Serving the public by acting ethically and efficiently in our administration of Virginia's tax laws











# What We're About

Key Strategies and Assessing our Progress



### **3 Key Strategies**





### **Assessing our Progress**



