

# ARKANSAS MOTOR VEHICLE COMMISSION

FY 2018 – FY 2019 STRATEGIC PLAN

## **MISSION:**

*To prevent unfair practices, discrimination and impositions upon citizens of Arkansas; Avoid undue control of the Independent motor vehicle dealer by manufacturing and distributing organizations; Foster and keep alive vigorous and healthy competition; Prevent monopolies; Prevent false and misleading advertising; To promote a sound system of distribution of motor vehicles to the public, and; To promote public safety and welfare in the most efficient and effective way possible.*

## **VISION:**

*To serve the citizens of Arkansas and the regulated community promptly and professionally in resolving issues that relate to sales, licensing and regulation of the new motor vehicle industry.*

## **CORE VALUES:**

- **Ethics-** *We strive to always have ethical behavior and practices. We believe doing so will help us to maintain and continue to maintain and build a positive reputation.*
- **Integrity** -*We are committed to business integrity. We strive to work honestly and in the best interests of the agency, to avoid corruption of any kind, and to ensure compliance with various laws, rules and regulations. It is our constant goal to always work honestly, be truthful in our work-related interactions, whether in explaining a problem or in reporting results, as we work in the best interests of AMVC. We will always work to avoid conflicts of interest or the appearance there of. As an agency we strive to avoid situations where interests or conflicts even appear to be inconsistent. Hiring or overseeing family members, significant others, and even close personal friends can pose conflicts of interest. Therefore, these types of hiring decisions and supervisory are carefully reviewed. Similarly, close relationships with contractors or suppliers, dealers, manufactures or other nongovernmental entities can pose real or perceived conflicts. As a result, employees must not participate in decisions whether to engage with said entities, contractors, dealers and suppliers if that employee or a family member stands to personally benefit. Employees must also avoid conflicts of interest that could arise because of their involvement with another entity, especially if that involvement includes regulation, control or employment relationships.*
- **Efficiency** - *We strive to make the choices and adopt various tools and processes that generate the best results at the least cost for our agency*
- **Customer Service** – *We strive to greet our customers in a courteous and professional manner with each contact. We will listen effectively to our customers' concerns and promptly take the necessary actions to assist them. We will inform our customers of normal process time, what they can expect and keep them informed of any delays that may arise in the process. We will touch base with our customers to update them as to where we are in the process or investigation of their complaint. We will finish our encounters with our customers in a courteous and professional way.*
- **Transparency-** *We will operate with unhindered honesty in the way we conduct business. We will operate with a lack of hidden agendas or conditions, accompanied by the availability of full information required for decision making or general public information.*
- **Accountability-** *As a State agency we embrace the obligation to account for our decisions, performance, and actions. With our acceptance of accountability we willfully disclose the results of our decisions, performance, and actions in a transparent manner.*

## GOAL 1: ENSURE EFFICIENT OPERATIONS AND ACCOUNTABILITY FOR RESPONSIBLE USE OF RESOURCES

### **IN REFERENCE TO THE GOVERNOR'S GOAL ON EFFICIENCY AND RESPONSIVENESS**

Measurable Objective 1: Ensure compliance with all state policies including financial and operational.

Strategy 1: Review and adhere to audit or risk management suggestions.

*Strategy detail: Make changes when needed or suggested.*

Strategy 2: Implement best practices.

*Strategy detail: Consistently look for ways of improving operations and cost savings.*

Strategy 3: Constantly evaluate our processes to meet the needs of the business.

*Strategy detail: Routinely review our processes to make sure we are meeting our agency strategic goals while meeting the mission and holding true to our vision and core values.*

Measurable Objective 2: Complete an Annual Operations Plan that is in alignment and strategic with the agency goals and objectives.

Strategy 1: *Be conservative in spending eliminating waste whenever possible.*

*Strategy detail: Weekly and monthly monitoring of expenses.*

## GOAL 2: COST SAVINGS ON AGENCY VEHICLES REDUCING THE NEED FOR MAINTANCE AND THE FUEL COST FOR THE AGENCY.

### **IN REFERENCE TO THE GOVERNOR'S GOAL ON EFFICIENCY AND RESPONSIVENESS**

Measurable Objective 1: Decrease agency vehicle fuel and maintenance expense.

Strategy 1: Review the need for agency vehicles outside of work related activities.

*Strategy detail: Review the actual need for vehicle usage.*

Strategy 2: Monitor vehicle travel.

*Strategy detail: Weekly and monthly monitoring of fuel and maintenance expenses.*

Strategy 3: Better track vehicle usage.

*Strategy detail: Review and verify vehicle travel logs.*

## GOAL 3: MAINTAIN A WORK ENVIRONMENT THAT REWARDS PROFESSIONALISM, EFFICIENCY AND QUALITY OF WORK.

### **IN REFERENCE TO THE GOVERNOR'S GOAL ON EFFICIENCY QUALITY OF LIFE AND EDUCATION**

Measurable Objective 1: Implement a periodic review of the work environment, efficiency and quality of work.

Strategy 1: Give true evaluations based on employee contributions to a positive work environment, professionalism, efficiency and quality of work.

*Strategy detail: Coach and train in areas of deficiency. Reward for consistent exceptional performance.*

## GOAL 4: IMPROVE CUSTOMER SERVICE WITH TRAINING AND COMMUNICATION

### **IN REFERENCE TO THE GOVERNOR'S GOAL ON EDUCATION, EFFICIENCY AND RESPONSIVENESS**

Measurable Objective 1: Gauge/Monitor the agency's level of customer service.

Strategy 1: Work to improve our level of customer service.

*Strategy detail: Implement customer satisfaction surveys. Provide customer service training when needed.*

Strategy 2: Effectively communicate areas of deficiency.

*Strategy detail: Inform employees when there are areas of deficiency.*

Strategy 3: Provide training in areas of deficiency.

## GOAL 5: IMPROVE DEALER EDUCATION

### **IN REFERENCE TO THE GOVERNOR'S GOAL ON EDUCATION, SAFETY, EFFICIENCY AND RESPONSIVENESS**

Measurable Objective 1: Educate dealers on agency regulated laws and policies.

*Strategy detail: Routine contact and communication with dealers regarding laws and policies.*

Strategy 1: Meet with dealers to inform and educate them of changes or repeated violations to the law.

*Strategy detail: Routine contact and communication with dealers regarding laws and policies.*

Strategy 2: Provide information of the most common violations.

*Strategy detail: Routine contact and communication with dealers regarding laws and policies.*

Strategy 3: Be readily available to answer questions to prevent dealer violations and protect consumers.

*Strategy detail: Always end each contact with information of how we may be contacted.*

## APPENDIX: AGENCY ORGANIZATIONAL CHART

### AMVC Organizational Chart

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#### CONTACT INFORMATION:

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# ORGANIZATIONAL CHART

