

Mission Statement

Everything starts with our mission, which shares our purpose as a division and serves as the basis for our decisions and actions

- *To secure the retirement of North Carolina public servants...*
- *To deliver comprehensive personalized solutions and services...*
- *To provide exceptional customer experience...*
- *To protect the integrity of the North Carolina Retirement Systems...*



Vision Statement

Our vision serves as our roadmap and guides us by describing what we need to accomplish in order to effectively deliver on our Mission long term

- **People:** Be a great place to work where people are inspired to be the best they can
- **Productivity:** Be a highly effective; lean and fast moving division
- **Portfolio:** Package a portfolio of services that anticipates and satisfies member needs and desires
- **Process:** Develop and maintain efficient processes that are measurable, customer friendly and manage accountability
- **Predict:** Leverage data analytics to predict trends and be an industry voice at the state and national levels on retirement matters and innovation
- **Protect:** Set the highest standards in the development and rigorous enforcement of our pension protection policies and procedures



Retirement Systems Division

2014 Top-Level RSD Metrics

- Retirement Readiness
 - 60% of all active members are “on track” to replace 80% of their replacement income
- Employee Engagement
 - Score a 3.0 out of 4.0 on the 2014 Employee Survey
- Member Satisfaction
 - Consistently achieve a 4.0 out of 5.0 on member and retiree surveys
- Fiscal Integrity
 - Fund the Annual Required Contribution
 - Death & Disability Review
 - Fraud, Waste & Abuse Review
 - Effective Policy

