

# >>>> 2019\_2023 STRATEGIC PLAN

## Mission

The National Assembly administration ensures MNAs work under the best possible conditions and have the services they need to carry out their responsibilities to the fullest. It promotes democracy and raises the Assembly's profile by making the institution better known to the people of Québec.

## Vision

Well known for the high quality of its services, the National Assembly administration employs state-of-the-art parliamentary and administrative practices, and assists elected representatives in their dialogue with the people.

## Values

The National Assembly administration adheres to the Québec public administration's statement of values, which is based on competence, impartiality, integrity, loyalty and respect. In the parliamentary context, it embraces the following values as well:


Neutrality / Openness / Excellence / Sustainability

Direction  
01

### An open Parliament



#### Aim 1 / A "people's house" that is welcoming

/ 1 /   
Become a must-see destination


/ 2 /  
Partner with the community

#### Aim 2 / A "people's house" that communicates

/ 3 /   
Disseminate parliamentary and institutional information in a dynamic way

/ 4 /  
Increase disclosure of administrative information

#### Aim 3 / A "people's house" that encourages participation

/ 5 /   
Promote and encourage citizen participation

/ 6 /   
Educate for democratic life

Direction  
02

### A Parliament that supports the people's representatives




#### Aim 4 / Efficient, high-quality services

/ 7 /  
Provide MNAs with efficient support

/ 8 /  
Ensure ongoing improvement of tools and services

#### Aim 5 / Support for knowledge development

/ 9 /   
Seek out best practices to fuel reflection on parliamentary work

/ 10 /  
Put knowledge gained from exchanges with partner parliaments to work in the Assembly

/ 11 /   
Enhance training for MNAs and their staff

Direction  
03

### A Parliament as a community




#### Aim 6 / A culture of respect and inclusiveness

/ 12 /   
Promote respectful, civil relations


/ 13 /   
Value diversity and difference in all forms

#### Aim 7 / Motivated, highly qualified personnel

/ 14 /   
Establish practices that motivate and engage

/ 15 /   
Capitalize on employee expertise and attract new talent

#### Aim 8 / A contemporary work environment

/ 16 /   
Encourage employee versatility and mobility

/ 17 /   
Continue modernizing the work environment

Direction  
04

### A high-performing Parliament





#### Aim 9 / Enhanced governance

/ 18 /  
Improve management planning and tools

/ 19 /   
Factor sustainable development into practices

#### Aim 10 / A culture of communication and learning

/ 20 /   
Improve internal communications and collaboration among directorates

/ 21 /   
Encourage strategic monitoring and partnerships to spur innovation

#### Aim 11 / A resilient organization

/ 22 /  
Keep reinforcing security and continuity

 = sustainable development-related priority