



# Strategic Direction

The British Columbia Land Title and Survey Authority (LTSA) operates the land title registration and the survey systems of the province. The LTSA provides for the registration of all real property ownership and all private and Crown land surveys through its secure and reliable systems. Enhancing customer service through continuous innovation and business process improvements is a key commitment of the LTSA.

The LTSA has developed Strategic Direction that describes the longer-term vision for the organization.

Our Vision, Mission and Values are as follows:

## MISSION

To create confidence by delivering assured land title and land survey systems essential to the property market and economic foundation of British Columbia.

## VISION

To earn a reputation for exceptional service and excellence in the preservation, access and integrity of the land title and survey system.

## OUR VALUES

The LTSA has a set of core values:

- We are accountable to those we serve.
- We act with the highest standards of integrity, knowledge and skill.
- We respect and value our customers and each other.
- We will continuously improve.
- We are approachable and personally responsive to our customers and employees.

The LTSA's Strategic Direction is dynamic and is reviewed and approved annually by the Board of Directors. The 2008 review has resulted in changes to the LTSA's strategic objectives. These five objectives are developed to enable the LTSA to realize the vision and carry out the mission.

## STRATEGIC OBJECTIVES

1. Instill confidence, maintain integrity and increase the value of the land title and survey system of British Columbia.
2. Improve and deliver professional, consistent customer service.
3. Develop new lines of business/products/services in response to customer needs.
4. Ensure the right structure, people and tools for the effective operation of the LTSA.
5. Manage our business in a sustainable and cost efficient manner that directly benefits our customers.

These objectives provide the foundation for the three-year LTSA Business Plan, annual operating activities and capital investment decisions, and the ongoing performance assessment of the LTSA.