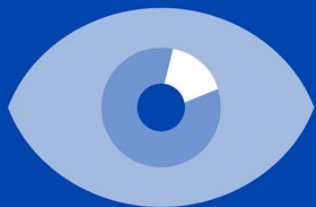


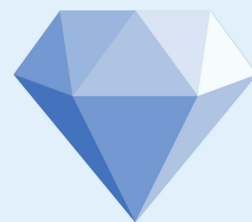
Finnish Immigration Service, for customers and for society



Vision

2023-2027

The Finnish Immigration Service will provide customer-focused and people-centred services that contribute to a well-functioning society and enhance Finland's competitiveness. The Finnish Immigration Service will be running Europe's most efficient permit services. The reception of people seeking protection will be systematic and efficient. Taking a goal-oriented and comprehensive approach, the Finnish Immigration Service will improve the customer journeys in immigration together with other relevant organisations.



Values

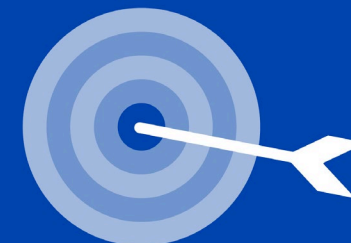
Reliable

&

Open

&

Brave



Objectives

- 1 Our work is of good quality, our processes are smooth and efficient and the way we work is predictable.
- 2 The customer experience with us is excellent.
- 3 We seek to continuously update and improve the way we work.
- 4 We are active in networks and seek to achieve solutions.
- 5 We are an attractive workplace where the well-being of employees is seen to.

Key objectives

1. Our work is of good quality, our processes are smooth and efficient and the way we work is predictable

- The services that we offer will be of high quality and easy to use. Our processes shall be smooth and efficient. We will utilise digital solutions. In particular, we will focus on making the way we work predictable for our customers and partners. We will make preparations and predictions and will be able to scale our activities flexibly when needed. We will act responsibly.

2. The customer experience with us is excellent

- With a focus on the user and the customer, we will improve our operations, services and processes based on our customers' experiences. We will develop solutions that help us meet the service needs of our customers in the best possible way. We will understand the variation in the needs of our customers and in their life situations. We will protect and promote fundamental and human rights. To provide an excellent customer experience, we will offer good customer service and follow the principles of good governance.

3. We seek to continuously update and improve the way we work

- We will improve our work constantly and agilely. We will run quick experiments, design and implement projects, engage users and learn from the experiments. The possibilities that digitalisation and automation offer will be utilised extensively. We will engage customers and partners in our development initiatives. We will fix our errors quickly. We will promote an organisational culture that is open and solution-oriented.

4. We are active in networks and seek to achieve solutions

- We will improve the processes and customer journeys in immigration by working in networks. We seek to lead the way and will promote cooperation between different organisations, evaluate development needs and support other organisations in creating the solutions that are required. We will actively participate in public discussion on immigration by bringing up development needs and suggestions for further improvements.

5. We are an attractive workplace where the well-being of employees is seen to

- We will offer meaningful job positions and career paths. We will actively improve our skills and competence and the way we lead and manage. We will prepare for future competence needs. We will respect each other and make use of a wide range of different competencies. We will take care of the well-being of our employees.