



# Navy Fleet and Family Readiness (N9) Mission Statement

## Core Attributes

**Service - Respect - Transparency - Accountability - Integrity - Dedication**

### Vision

**Deliver dynamic, innovative, and integrated programs and services that inspire Sailors and Navy families to thrive throughout their military life cycle.**

### Mission

**The Navy quality-of-life (QOL) mission is to strengthen the warfighting capability of the fleet, fighter and family by providing essential services that enhance well-being, resilience and retention through the delivery of Child and Youth, Fleet and Family Support, Fitness, Food Services, Housing, Recreation, Casualty Support, and Wounded Warrior programs.**

## Our Goals and Objectives

### Take Care of Our People

- Increase hiring and retention
- Expand awareness for spouse portability in all N9 codes
- Measure our results
- Diversity, workforce development, succession planning

### Support Fleet Mission Through Innovative Programming

- Increase child care capacity
- Integrate and increase collaboration across N9 codes
- Restructure and redefine core programs
- Customer input drives a customer-first mentality!

### Streamline Processes and Procedures

- Streamline operations and policy
- Develop timely policy, business and operating procedures

### Measure What Matters

- Commercial systems vice warfighter systems that allow for data-driven metrics and dashboards
- Establish metrics and use data to measure how each QOL program line is performing and impacting readiness, resiliency, retention, and recruitment for the Navy

### Share the QOL Story Effectively

- QOL approach
- Strategic communication plan (community, resource sponsors, staff, internal and external)
- Share good news!