

VISION, MISSION, AND PRINCIPLES

VISION

I-TECH envisions a world in which all people have access to high quality, compassionate, and equitable health care.

MISSION

I-TECH is a global network that works with local partners to develop skilled health care workers and strong national health systems in resource-limited countries. I-TECH promotes local ownership to sustain effective health systems.

OPERATING PRINCIPLES

HONORING A SHARED VISION. We believe in the benefits of a network. We recognize the unique contribution of individual I-TECH offices while benefiting from our collective strengths.

- Our vision and mission are future-oriented, while the operating principles guide us day-to-day.
- Our vision, mission, and principles are posted in each office.
- We use our long-term vision and mission to prevent us from becoming discouraged by short-term challenges.
- Each office strives to operate in accordance with the I-TECH standards.

OFFERING A REWARDING WORK ENVIRONMENT. We strive for high satisfaction and low turnover among staff.

- We offer regular opportunities for personal and professional growth and renewal.
- As a result of our trust and respect for one another, we take concerns or complaints directly to the source for resolution.
- We value and promote the skill of good listening.
- We believe that each person's accomplishments benefit the entire group, and we take time to acknowledge and celebrate them.
- We recognize the positive impact of personal time on productivity.

ACTING WITH INTEGRITY. We recognize that our operating principles are ideals, and we strive to honor and achieve them.

- We encourage and model civility in our personal and professional interactions.
- We deal fairly and honorably with employees, donors, and partners.
- Conflicts are resolved in private.
- We believe trust is essential to a productive work environment.
- We seek to understand a problem from the other's perspective before making a judgment.

PRODUCING HIGH QUALITY WORK. We strive to deliver high quality work, on time and under budget.

- We employ people with technical ability and communication skills.
- We collaborate with universities and other organizational partners to improve our methods and outcomes.
- We recognize and reward innovative thinking.
- We believe that multidisciplinary approaches to complex challenges are the most sustainable.
- We employ team-based management, and all members of a team are respected for the expertise and work they contribute.

FLEXIBILITY. Our mission is complex. We recognize that there are many ways to approach it.

- We make a genuine effort to learn from mistakes.
- We believe in working collaboratively with other organizational partners in order to achieve the best outcomes for a community.
- We value and encourage the ability to respond to changing conditions and priorities in the workplace.
- We listen to our stakeholders and constituents.

AN ATTITUDE OF HOPE. We come to work with a belief that our job is to overcome challenges.

- We support staff renewal periods and personal growth plans because we recognize that hope is essential for productivity and creativity.
- We expect employees to demonstrate a sense of personal responsibility toward the organization and the people in it.
- We support one another personally and professionally.
- We accept that change takes time.