

Immigration Information

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INSERTS/Adjudicator's Field Manual - Redacted Public Version/Adjudicator's Field Manual - Redacted Public Version (3 of 3),
Mission and Functions of Adjudications./3.2 Mission Statement.

3.2 Mission Statement.

(a) Vision Statement. USCIS' customers will receive timely and accurate information and benefit applicable adjudications through our commitment to excellence, courtesy, process improvement, and employee development.

(b) Mission Statement. To provide accurate and timely information and adjudication of immigration benefit applications to our customers in a professional and courteous manner.

To accomplish this mission, the Immigration Services Division will:

- Develop and provide information to our customers in the most efficient and effective manner, through centers, Internet, and community outreach programs.
- Analyze and oversee production management at the application support centers, service centers, offices to ensure the effectiveness and efficiency of operation.
- Oversee implementation of re-engineered processes and procedures, and contract activities and management.
- Supervise the development, deployment, and maintenance of USCIS' immigration services case work systems.
- Ensure that employees have the necessary tools to attain excellence in immigration services.
- Develop a systematic approach to standard operating procedures that includes development, and mandatory system updates.
- Articulate performance and conduct expectations for all levels of the organization.
- Demonstrate integrity through a commitment to excellence in all work products.
- Ensure accountability exists at all levels of the organization.

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