

## Mission

To publish great books well and provide access to diverse stakeholder groups and individuals.

## Vision

- To be a respected publisher that values diversity, nurtures talent and encourages exploration and creativity,
- To be customer focused in all aspects of our business and to respond to changing customer needs with immediacy and enthusiasm,
- To anticipate change, encourage access to the written word in whatever form is most appropriate at any given time in society,
- To be the number one destination for authors, customers, agents, employees and other publishers,
- To improve business efficiency by increasing visibility of day to day demand and responsiveness to it.

*NB: For details on strategy and strategic goals see the company overview document.*

