
STATEMENT OF STRATEGY 2008-2010

Revenue 



Our Mission and our Goals

OUR MISSION

To serve the community by fairly and efficiently collecting taxes and duties and implementing Customs controls

OUR GOALS

GOAL 1

Ensure everyone complies with their Tax and Customs responsibilities

GOAL 2

Provide quality and innovative service that supports all our customers

GOAL 3

Contribute to economic and social development by participating effectively both Nationally and Internationally

GOAL 4

Develop our people, processes and technology to make sure we are a capable, responsive, results-oriented organisation

Directions and Priorities 2008-2010

Building on the successful outcome of our strategic direction to date, we expect the following significant new directions and priorities to emerge in the next three years:

- We will be much more focussed on risk as a basis for targeting audit and other interventions, and we will expand our traditional audit and compliance programmes into new areas of emerging risk.
- We will put increased emphasis on prosecutions for serious tax and customs evasion.
- We will enhance our ability to identify and challenge threats to the tax base from aggressive tax avoidance.
- We will put a particular focus on tackling the growing threat of drugs smuggling.
- We will provide more customised service delivery, and better targeted communications and information.
- We will push the simplification agenda to make it easier to comply and to claim entitlements.
- We will make sure that we play our part in creating an environment that promotes economic growth and improves Ireland's competitiveness.
- We will become more efficient, doing more with less, using technology and electronic service delivery.
- We will address the main skills and capability gaps in our organisation.

The objectives, strategies and performance indicators set out in this Statement will be monitored and adapted in the light of new developments and scenarios that may unfold over the next three years. We will continue to value the flexibility that Revenue has demonstrated to date in addressing change.

Our strategies for the achievement of our goals are as follows:

GOAL 1

Ensure everyone complies with their Tax and Customs responsibilities

STRATEGIES

- 1.1 Ensure efficient collection and timely compliance
- 1.2 Improve compliance through better-targeted interventions
- 1.3 Improve compliance through the application of appropriate sanctions

GOAL 2

Provide quality and innovative service that supports all our customers

STRATEGIES

- 2.1 Help customers pay the right amount and to get their entitlements
- 2.2 Make it as easy as possible to do business with us

GOAL 3

Contribute to economic and social development by participating effectively both Nationally and Internationally

STRATEGIES

- 3.1 Effective contribution to economic and social issues by active participation in Government programmes
- 3.2 Active participation Internationally with a view to increasing Tax and Customs co-operation

GOAL 4

Develop our people, processes and technology to make sure we are a capable, responsive, results-oriented organisation

STRATEGIES

- 4.1 Develop our people
- 4.2 Optimise our use of resources and our organisation structures

Copies of the Statement of Strategy 2008-2010 are available on the Revenue website (www.revenue.ie)