



GAZT Strategy 2020

Summary of the strategy

VISION

TO BE THE ROLE MODEL OF AN EFFICIENT, TRANSPARENT AND CUSTOMER CENTRIC ZAKAT AND TAX ADMINISTRATION GLOBALLY



STRATEGIC OBJECTIVES

Maximize compliance

Build an effective organization

Enhance taxpayer experience

Support economic development



STRATEGIC ENABLERS



Operational
resilience



Zakat & Tax certainty
& transparency



Digitization &
innovation



Data & analytics



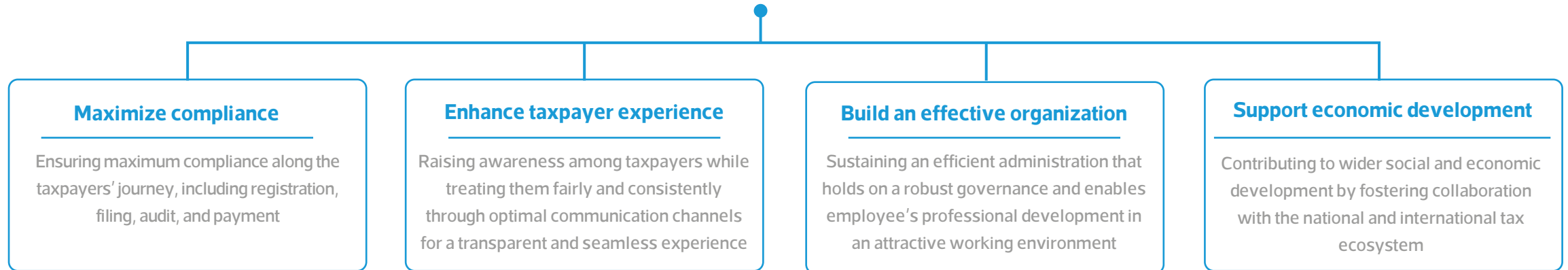
People
for the future



Integration &
cooperation



STRATEGIC OBJECTIVES

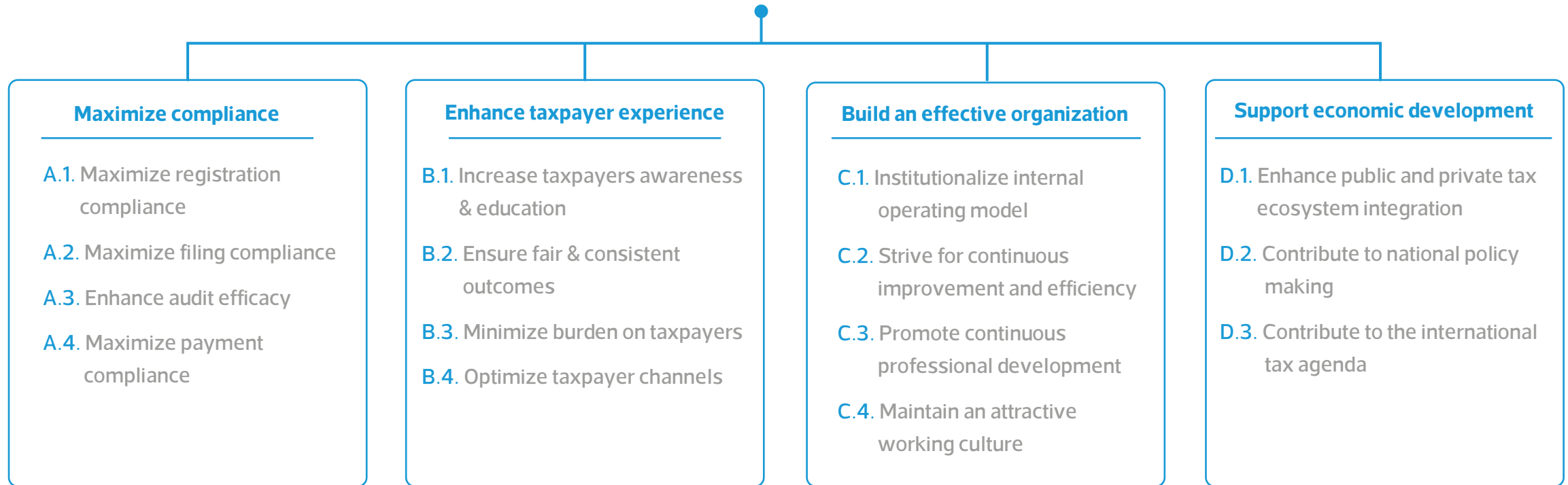


STRATEGIC ENABLERS





STRATEGIC OBJECTIVES





STRATEGIC ENABLERS



Operational resilience

1. Internal Governance, Risk, and Compliance institutionalization
2. Tax compliance strategy development
3. Process documentation and quality management
4. Value sourcing and cost efficiency planning
5. Disaster recovery and cybersecurity enhancement



Zakat & Tax certainty & transparency

1. Zakat and tax regulatory framework revamp
2. Taxpayer guidelines and legal transparency improvement



Digitization & innovation

1. Tax management system transformation
2. Digitization program for internal business services
3. E-invoicing and real-time transaction monitoring
4. Taxpayer experience digitization



Data & analytics

1. Big-data analytics and reporting platform
2. Cross-tax compliance analytics
3. Artificial intelligence tools deployment
4. Taxpayer experience analytics and optimization



People for the future

1. Transition of branch network to new operating model
2. GAZT Academy institutionalization
3. Culture, wellbeing, and CSR activities



Integration & cooperation

1. 3rd party data integration expansion
2. International relations institutionalization
3. G20 international agenda enablement
4. Tax ecosystem capacity building



Thank you