

STRATEGIC THEMES AND DRIVERS (w/Customer Satisfaction Element)

Facilities Management Mission Statement





To provide a quality learning, research, and living environment for the benefit of students, faculty, staff, and the community by planning, building, operating, and maintaining the campus of the University of North Carolina at Charlotte.

Facilities Management Vision

To be a leader in Facilities Management distinguished by safety and excellence.
To be a proficient, responsive and adaptable "team of teams"
To provide high quality services and facilities in an environmentally sustainable manner
To create a "campus of distinction"!

Facilities Management FY 2012 Balanced Scorecard

Perspective	Strategic Objective	Goal	Lag Measures/Lead Measures	Target	Actual	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
Customer <i>To achieve our vision, how must we view & treat our customers?</i>	Work Request Process	1.3.1	Reactive Maintenance work requests	<58%	55.33%					
		1.3.2	Decrease Work Request Cycle Time by 5%	<300 hrs	No data					
	Housekeeping Processes	1.4.1	Achieve APPA Level 2 in 98% of Buildings	98%	94%					
		1.5.3	Reduce Unscheduled HV outages by 10%	<=0.0069	0.000%					
	Improve Process Reliability	1.5.4	Reduce Unscheduled FA Network Outages by 10%	<=3%	0.29%					
		2.2.1	95% of Projects Designed on Time	95%	98.3%					
	Informal Project Administration	2.2.2	85% of Estimates for All Construction within +/- 10%	85% w/in 10% actuals	100.0%					
		2.2.3	Combined with 2.2.2							
		2.2.4	All IP construction meets BOD	90%	100.0%					
		2.2.5	Combined with 2.2.4							
		2.2.6	Increase Project Volume by 10 proj/year	200 = bchmk; goal 250	27.5%	Annual	Annual	Annual	Annual	
	Enhance customer satisfaction	3.4.1	90% Cap Construction Projects on Schedule	90%	71.0%					
		4.1.1	Improve: Overall satisfaction rating	85%	No data	Annual				
		4.1.2	All FM Units Achieve Customer Satisfaction of 85%	85%	No data	Annual				
		4.1.3	Reduce: Maintenance & Ops # hot/cold calls	-10% or <133	160					
		4.1.4	Improve: Informal Projects rating (sat./very sat.)	90%	100.0%					
		4.1.5	Improve: Capital Projects rating (sat./very sat.) - design	85%	No data					
4.1.6		Improve: Capital Projects rating (sat./very sat.) - constr	85%	No data						
4.1.7		All measures positive on customer sat survey	<2% S Dis; <5% Dis or Neu	No data						
Financial <i>To financially sustain our mission, what must we focus on?</i>	Manage Budget	6.1.1	Balanced Budget @ End of Year	100%		Annual FY 11			Annual FY 12	
	Maximize Revenue Streams	6.1.2	Increase Grants/Supplemental Funding	25%	\$450K	Annual FY 11			Annual FY 12	
	Promote fiscal responsibility	6.1.3	Admin Cost/GSF +/-5% of APPA Avg for Peer Inst.	" +/-5% "						
		6.1.4	Custodial Cost/GSF +/-5% of APPA Avg for Peer Inst	" +/-5% "						
		6.1.5	Maint Cost/GSF +/- 5% of APPA Avg for Peer Inst	" +/-5% "						
		6.1.6	Landscape Cost/GSF +/-5% of APPA Avg for Peer Inst	" +/-5% "						
		6.1.7	Exceed Labor Services Payroll requirements by 10%	\$400,000/qtr	\$233,088					
	Sustainable Practices	6.2.1	C&D Recycling - Informal Projects	50%	23%					
		6.2.2	C&D Recycling Capital Projects	50%	85%					
		6.2.3	Increase % Solid Waste Recycled (Baseline 2008)	5% (29.4%)	34%					
	Conserve Natural Resources	6.2.4	Achieve 60% of STARS credits	50%	no data					
		6.3.1	Energy Usage by 2015	-30%						
	Improve HUB Participation	6.3.2	Water Usage by 2010	-20% or 43 Gal/GSF	no data					
6.5.1		12% HUB participation on 80% of Capital Projects	80%	86%						
6.5.2		3% African American Participation on Capital Projects	3%	9%						
6.5.3		13% HUB participation on Informal Proj \$30K and above	13%	33%						
	6.5.4	13% HUB for Informal Proj below \$30,000 inc. 3% AA	13%/3%	27.7% / 1.5%						
Internal Processes <i>To satisfy and delight our customers, which operational processes must we excel in?</i>	Labor Availability	1.1.1	Increase Wrench Time	>80%	75.60%					
	Logistics Efficiency	1.2.1	Stock Fill Rate	>97%	91.85%					
	Optimize Supply Chain	1.2.2	Non-stock cycle time (request to receipt time)	<4 days	4.06					
	Improve Process Reliability	1.5.1	On-time Prev. Maintenance completion	> 90%	85.15%					
		1.5.2	Reduce Unscheduled equipment repl projects by 15%	<2	3.50%					
	Manage Technical Resources	2.1.1	Completion of FM 5-YR Tech. Plan by 2015	100%						
		2.3.1	80% of Existing Projects Documented and Input into the CRDM by ____	80%	90%					
	Master/Project Planning Process	3.1.1	100% of Space Audits by Division; Documented and Updated into Archibus NLT December 2012.	100%	90%					
		3.2.1	100% of Capital Projects on the Appropriated and Non-Appropriated Six Year Capital Improvements Plan approved and ready for submission to GA by end of FY12	100%	100%					
		Capital Project Administration	3.3.1	Designers Under Contract w/in 120 days of Posting in CAPSTAT	90% w/in 120	n/a				
			3.3.2	90% of Designs Complete by Scheduled Comp. Date	90%	50%				
			3.3.3	90% of Designs w/in Design Budgeted Fee	90%	90%				
	3.4.1	90% of Capital construction Projects Completed on Time	90%	no data						
	3.4.2	95% of Cap Prof completed w/in orig contract or GMP	95%							
3.5.1	80% of Infrastructure Projects Integrated into Capital Construction Project Scopes	80%	95%							
3.6.1	80% of Revisions Integrated into the Design and Construction Manual.	80%	100%							
Learning & Growth <i>How will we sustain our ability to change and improve?</i>	Develop high-quality staff	5.1.1	Reduce Vacancy Time Calendar Days	80 days/120 days	137 / 99					
	Develop high-quality staff	5.1.2	Targeted Selection/Recruitment Training	100%	90%					
		5.2.1	Supervisor (all levels of supervision) Training Hours	1720 hrs	342.5	Annual				
		5.2.2	Staff (non supervisory) Training Hours	6460 hrs	1738.25	Annual				
	Retain high quality staff	5.3.1	Reduce Annual Turnover Rate	<14%	1.0%					
	Develop positive culture	5.3.2	Overall Annual Employee satisfaction (No survey in 2010)	85%	89%	Annual				
	Improve Employee Safety	6.4.1	Reduce Accidents by 10% annually (CY) - goal 15 or less	<15	24		Calendar Year			

LEGEND:	Met Target		100% performance to target ratio
	Near Target		90-99% performance to target ratio
	Needs Attention		Below 90% performance to target ratio
	No Data Available		Unable to Measure or In Progress

- Goal 1 - Improve Maintenance and Operation on the Campus
- Goal 2 - Successfully Adapt Existing Facilities to Meet New Requirements
- Goal 3 - Deliver New Facilities that Support the University's Mission
- Goal 4 - Perfect a Customer Focused Organization
- Goal 5 - Develop a Valued, Well-trained, Motivated and Diverse Workforce
- Goal 6 - Promote Good Stewardship