

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	YTD
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%	50.00%					
		1.3.2	Decrease Work Request Cycle Time by 5%	<300 hrs	321					
	Housekeeping Processes	1.4.1	Achieve APPA Level 2 in 98% of Buildings	98%	93%					
		1.5.3	Reduce Unscheduled HV outages by 10%	<=0.0069	0.0004%					
	Improve Process Reliability	1.5.4	Reduce Unscheduled FA Network Outages by 10%	<=3%	0.00%					
		2.2.1	95% of Projects Designed on Time	95%	94.0%					
	Increase on-time delivery	2.2.2	85% of Estimates for All Construction within +/- 10%	85% w/in 10% actuals	96.6%					
		2.2.3	Combined with 2.2.2							
	Informal Project Administration	2.2.4	All IP construction meets BOD	90%	94.4%					
		2.2.5	Combined with 2.2.4							
	Enhance customer satisfaction	2.2.6	Increase Project Volume by 10 proj/year	200 = bchmk; goal 240	240					Annual
		3.4.1	90% Cap Construction Projects on Schedule	90%	100%					
	4.1.1	4.1.1	Improve: Overall satisfaction rating	85%	91.0%					Annual
		4.1.2	All FM Units Achieve Customer Satisfaction of 85%	85%	?					Annual
		4.1.3	Reduce: Maintenance & Ops # hot/cold calls	-10% or <133	149					
		4.1.4	Improve: Informal Projects rating (sat./very sat.)	90%	92.9%					
		4.1.5	Improve: Capital Projects rating (sat./very sat.) - design	85%	No slide					
4.1.6		Improve: Capital Projects rating (sat./very sat.) - constr	85%	No slide						
4.1.7		All measures positive on customer sat survey	<2% S Dis; < 5% Dis or Neu	No slide						
Financial <i>To financially sustain our mission, what must we focus on?</i>	6.1.1	Balanced Budget @ End of Year	100%						Annual FY 12	
	6.1.2	Increase Grants/Supplemental Funding	25%						Annual FY 12	
	6.1.3	6.1.3	Admin Cost/GSF +/-5% of APPA Avg for Peer Inst.	" +/-5%"	hold					
		6.1.4	Custodial Cost/GSF +/-5% of APPA Avg for Peer Inst	" +/-5%"	37%					
	6.1.5	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	6.1.7	Exceed Labor Services Payroll requirements by 10%	\$400,000/qtr	\$431,729					
		6.2.1	C&D Recycling - Informal Projects	50%	44%					
	6.2.2	6.2.2	C&D Recycling Capital Projects	50%						
		6.2.3	Increase % Solid Waste Recycled (Baseline 2008)	5% (29.4%)						
	6.2.4	6.2.4	Achieve 60% of STARS credits	50%						
		6.3.1	Energy Usage by 2015	-30%	12%					
	6.3.2	6.3.2	Water Usage by 2010	-20%	26%					
6.5.1		12% HUB participation on 80% of Capital Projects	80%	50%						
6.5.2	6.5.2	3% African American Participation on Capital Projects	3%	11%						
	6.5.3	13% HUB participation on Informal Proj \$30K and above	13%	67%						
6.5.4	13% HUB for Informal Proj below \$30,000 inc. 3% AA	13%/3%	22.8%/1.6%							
Internal Processes <i>To satisfy and delight our customers, which operational processes must we excel in?</i>	1.1.1	Increase Wrench Time	>80%	74.00%						
	1.2.1	Stock Fill Rate	>97%	92.23%						
	1.2.2	Non-stock cycle time (request to receipt time)	<4 days	3.93						
	1.5.1	1.5.1	On-time Prev. Maintenance completion	> 90%	82.30%					
		1.5.2	Reduce Unscheduled equipment repl projects by 15%	<2	0.00					
	2.1.1	2.1.1	Completion of FM 5-YR Tech. Plan by 2015	100%	90.00%					
		2.3.1	80% of Existing Projects Documented and Input into the CRDM by July 2011	80%	90%					
	3.1.1	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%					
	3.3.1	3.3.1	Designers Under Contract w/in 120 days of Posting in CAPSTAT	90% w/in 120	100%					
		3.3.2	90% of Designs Complete by Scheduled Comp. Date	90%						
	3.3.3	3.3.3	90% of Designs w/in Design Budgeted Fee	90%						
		3.4.1	90% of Capital construction Projects Completed on Time	90%						
3.4.2	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>	5.1.1	Reduce Vacancy Time Calendar Days	80 days/120 days	110 / 0						
	5.1.2	Targeted Selection/Recruitment Training	100%	100%						
	5.2.1	Supervisor (all levels of supervision) Training Hours	1720 hrs	1658.75				Annual		
	5.2.2	Staff (non supervisory) Training Hours	6460 hrs	2008.25				Annual		
	5.3.1	Reduce Annual Turnover Rate	<14%	2.0%						
	5.3.2	Overall Annual Employee satisfaction (No survey in 2010)	85%	89%				Annual		
6.4.1	Reduce Accidents to 0 (CY)	0	8			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