

Sample Scorecard

Typically, a quarterly scorecard consists of 3-4 pages:

1. Executive Summary
2. Details of any significant events / projects
3. A page providing details on performance by metric (below)
4. The scorecard (see next page), allowing an overall score for the quarter

Followed by appropriate attachments to provide supporting documentation

Metric #	Metric Type	Metric Name	Measurement Method	Goal	Actual	Performance Comments
1	Cost Control	Actual vs. Budget	Actual cost vs. budget	Meet Budget. 2% variance = 1 pt	0.5% overrun	0.5 % over budget for 2nd Quarter; YTD comparisons are difficult to track because of budget fluctuations
		Savings	Documented Savings	Generate Savings Every Quarter	Met Goal ... See Comments	Facilities: \$732 K subleased space savings; Telecom: Utilization of refurbished UPS and limiting outside vendor support (\$35K in savings); Bldg Ops: Rebuild faucets and installed instahots in pantries (savings of \$3.5K)
2	Facilities Mgmt	Complete all PMs	Review work ticket history	Complete all bldg PM on time	All Completed on Time	Completed all preventative maintenance on time in spite of reduced work staff.
3		Self Perform as much as possible	Leverage the FPI team to minimize outside contractors	Minimal vendor support	Met Goal ... See Comments	Installed instahots in building pantries and replaced faucets in kitchen
4		Vendor Mgmt	Vendors on budget, on time with no client complaints (manage the process from RFP to work performance)	Zero complaints. No overruns	All vendors met their deliverables	FPI effectively oversaw landscaping, food service, security, janitorial, movers, furniture installers, et al
5		Real Estate Mgmt	Meet all needs to realize optimal real estate spend	On Time / On Budget	Met Goal ... See Comments	Activity above normal levels. Tampa: new facility opened. Lease signed 4/19 and we moved in on 4/30. Brentwood & Chicago were sub leased (see cost saving).
6		Work Ticket On Time %	Complete all work tickets on time (based on priorities assigned)	100% on time	Fac Mgmt -94% Bldg Ops - 89% Admin Svcs - 99%	WORK ORDER COUNTS: Facilities Management: 36; Building Operations: 344; Administrative Services: 94; Reduced Bldg Ops staff impacted completion results.
7	Telecom	MeetingPlace Scheduling	Measure % of planned meetings which were successfully scheduled	98% (1% var = 1 pt)	100%	No scheduling failures again this quarter
8		System Up Time %	Measure client impacting outages (i.e., system-wide outages & "minor" failures impacting some people)	Zero system outages. Minimal small problems	100% up	No system outages and no minor system problems again this quarter
9		Work Ticket On Time %	Complete all work tickets on time (based on priorities assigned)	100% on time	Telecom -87% Client Svcs - 74%	WORK ORDER COUNTS: Telecommunications: 311; Client Services: 124. Investigating ticket closure process.
10	Client Svc	Patrol %	Measure % of daily Dawn Patrols	80%	100%	Improved management of Dawn Patrol has returned our Patrolling to 100% status
11		Survey Scores	Measure average average on surveys (based on 1-5 response options)	4.7 (each 0.1 variance = 1 pt)	4.8	Continue to receive very positive scores and comments from (client) personnel
12						

		Cost Control		Facilities Mgmt				Telecommunications			Client Svc				
Key Performance Indicators		Actual vs. Budget	Savings	Complete All PM's	Self Perform As Much As Possible	Vendor Management	Real Estate Mgmt	Work Ticket On Time %	MeetingPlace Scheduling Failures	System Up Time %	Work Ticket On Time %	Patrol %	Survey Scores		
Metric #		1	2	3	4	5	6	7	8	9	10	11	12		
Performance Level	13													13	Performance Level
	12	Exceeds Expectations												12	
	11		X	X	X				X	X		X	X	11	
	10	Meets Expectations												10	
	9	X				X	X							9	
	8							X						8	
	7										X			7	
	6													6	
	5	Below Expectations												5	
	4													4	
	3													3	
	2													2	
	1													1	
0													0		
Current Score		9	11	12	11	10	10	8	11	12	7	12	11		
Weighting		5	5	3	3	3	5	3	3	5	3	1	5		
Weighted Score		45	55	36	33	30	50	24	33	60	21	12	55		

Meets Expectations Score	440
1st Quarter Score	454
2nd Quarter Score	
3rd Quarter Score	
4th Quarter Score	

Note that weighting is applied to each scorecard element, allowing a weighted overall score to be developed, and compared quarter to quarter.

Attachments would follow this page to provide appropriate details