



FAS TRUE NORTH SCORECARD FY2020-21

as of: 10/26/20

Metric (Metric description)	As of 6/30/20	Q1	Q2	Q3	Q4	FY21 Year to Date	1-Year Target by 6/30/21
<b>OUR PEOPLE</b>							
M1 <b>FAS Employee Engagement</b> (Expressed on FAS Grand Mean scale of 1-5)	Paused due to COVID (FY19=4.06)	Results available annually at FY end				Pending	4.06
M2 <b>Achieve Racial Equity and Enhance Sense of Belonging</b> (# of tactics met)	N/A	New metric, begin measuring in Q2				Pending	4 of 4
<b>CUSTOMER EXPERIENCE</b>							
M3 <b>FAS Customer Satisfaction</b> (% Core services improved, or maintained high performance (≥67 or rate 7 on 10-pt scale))	63.0% (29 of 46)	Paused due to COVID	Survey restart Q2			Pending	63.0%
<b>SAFETY</b>							
M4 <b>Campus Workplace Injuries, Count</b> (Expressed as # incidents per 100 FTE)	439 2.0	102 0.5				102 0.5	463 2.1
<b>RESOURCE MANAGEMENT &amp; STEWARDSHIP</b>							
M5 <b>FAS Change in Net Position</b> (Reduce planned deficit)	\$18.3M	\$4.2M				\$4.2M	(\$11.6M)
<b>INNOVATION</b>							
M6 <b>Value Improvement Created</b> (Expressed as cumulative net \$ ROI created for all value improvement projects)	\$1.3M (9% of 3-yr target)	\$1.0M (7% of 3-yr target)				\$1.0M (7% of 3-yr target)	\$7.0M (47% of 3-yr target)

Footnotes

M<sup>3</sup> CLS Survey on pause in FY21 due to shelter in place, scores removed from baseline

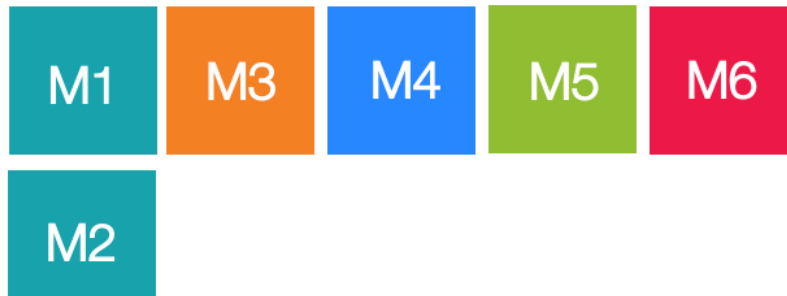
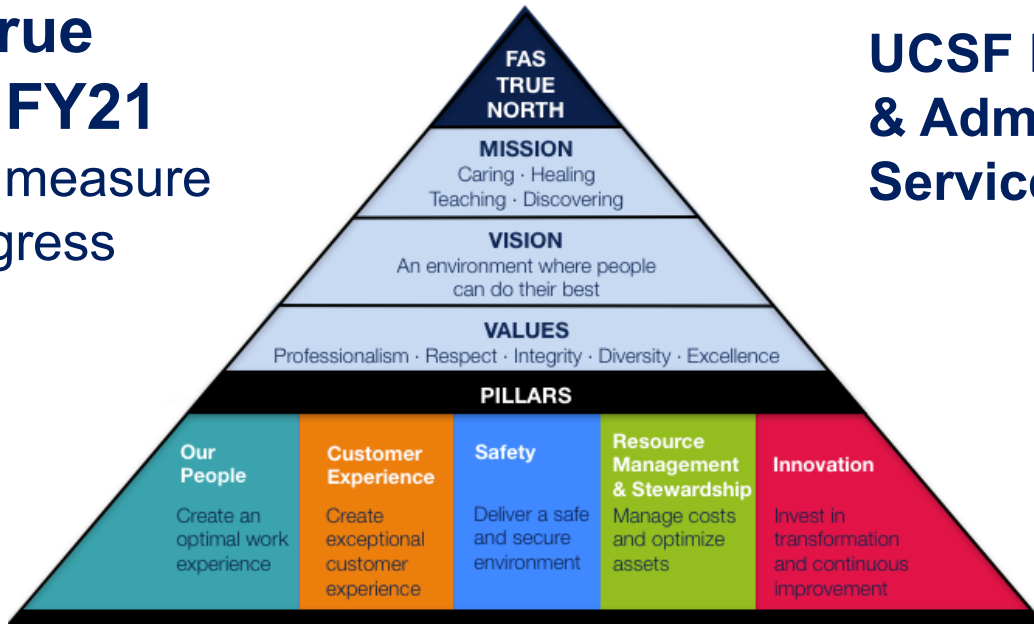
M<sup>5</sup> FAS departments included 40M of permanent budget reductions into their FY21 operating budgets, resulting in an 11.6M Change in Net Position planned deficit. First quarter results indicate FAS performance is better than plan, with an actual result of 4M Change in Net Position.

M<sup>6</sup> VI created decreased because of two main reasons (1) project expenses increased in Q1 (benefits to be reported in future) (2) One project changed the driver from FY20 - the changed metric will be captured in future quarters.

# FAS True North FY21

Metrics measure our progress

# UCSF Financial & Administrative Services (FAS)



<p><b>Our People</b> Create an optimal work experience</p> <p><b>Metric 1</b> Improve or maintain FAS employee engagement (from 2019 score of 4.06)</p> <p><b>Metric 2</b> Achieve racial equity and sense of belonging (4 of 4 tactics)</p>	<p><b>Safety</b> Deliver a safe and secure environment</p> <p><b>Metric 4</b> Decrease campus workplace injuries to 2.1 per 100 FTE</p>
<p><b>Customer Experience</b> Create exceptional customer experience</p> <p><b>Metric 3</b> % core services improve, or maintain high performance (high performance ≥ 67 or 7 on 10-pt scale)</p>	<p><b>Resource Management &amp; Stewardship</b> Manage costs and optimize assets</p> <p><b>Metric 5</b> Reduce planned deficit to &gt; -\$11.6M</p>
<p><b>Innovation</b> Invest in transformation and continuous improvement</p> <p><b>Metric 6</b> Increase \$ value improvement created (50% of cumulative 3-year target of \$14M)</p>	