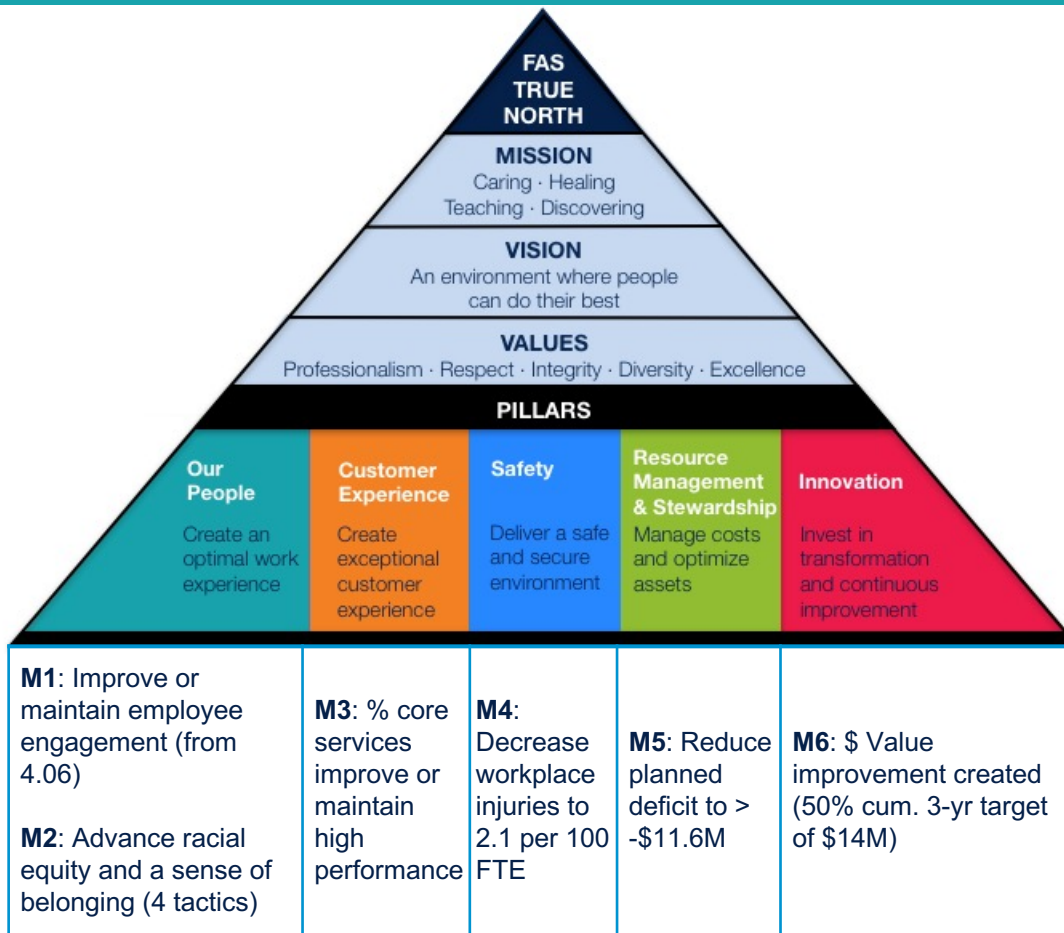
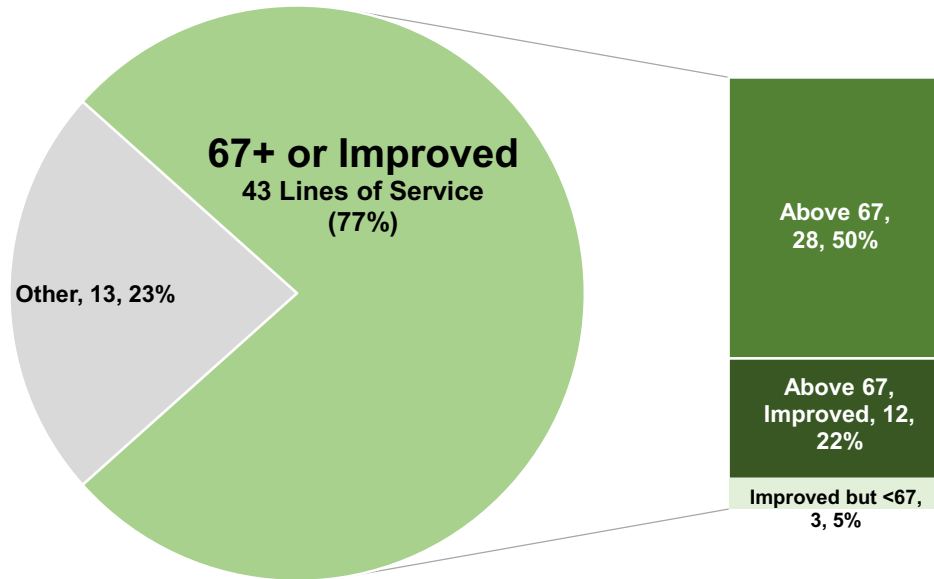


FAS True North is Our Compass to Deliver Operational Strength to UCSF



Significant **Improvement** in the Customer Experience



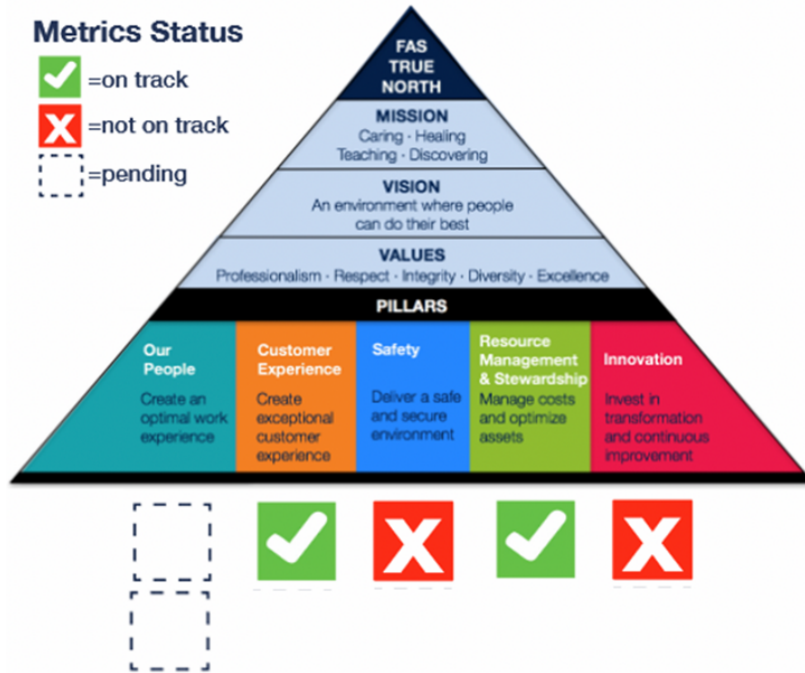
Highlights

- Adjusted True North metric focuses on satisfaction of 56 FAS core services
- Services scoring ≥ 67 (or ≥ 7 on a 10-pt scale) considered “good or very good”
- Services with YTD increases over FY20 at 80% confidence considered “improved”
- **77% services good/very good OR improved is significantly higher than baseline of 56% in FY20**; may in part reflect customer appreciation for FAS’s contribution to pandemic response
- New Facilities, Real Estate surveys rolling out

FY21 Q2 True North Metric Progress

Metrics Status

-  =on track
-  =not on track
-  =pending



To see scorecard,
visit <https://fas.ucsf.edu/fas-true-north>

Actions You Can Take Now

- M1: Review team activities that support **Engagement and Belonging** (survey launches April 27)
- M2: Make time to take the [Foundations of Diversity, Equity and Inclusion training](#) and discuss learnings with team
- M3: Celebrate with team when customers recognize **exceptional service**
- M4: Work **safely and ergonomically**:
- Schedule a COVID vaccination appointment on [MyChart](#)
 - Managers should discuss ergonomics with staff using [My Telework Plan](#) to guide discussion
- M5: Complete 5-year **business and financial planning**
- M6: Share **value improvement** updates with colleagues for advice and support

Our FAS Village is Working Together to Strengthen Our True North Pillars



FAS Steering Metrics

M1: Employee Engagement	M3: Core Services Improvement	M4: Workplace injuries	M5: Change in Net Position	M6: \$ Value Improvement
M2: Racial Equity and Belonging				

FAS-Wide Priorities

Diversity Equity, Inclusion, Accessibility / Anti Racism
Culture of Continuous Improvement/Value Improvement
Telework and Workspace Pilot
COVID Recovery

Department Focus Areas

UCSF QDRP Program	HR Realignment	IT Operating Model	ORAM Phase 3	Parnassus Phase 1
UCSF Employee Wellbeing	RE Common Project Delivery	IS-3 Program	2021 Budget Process	Staff & Faculty Housing
UC Labor Actions	Service Accountability Pilot	Safety Task Force	Carbon Neutrality	Reopen CLS
FAS Dept Equity and Belonging Efforts	Transportation Signage	Fraud Awareness		Anchor Institution Initiative
PMO Mentoring and Change Mgt Capabilities	Audit and PMO Client Surveys			