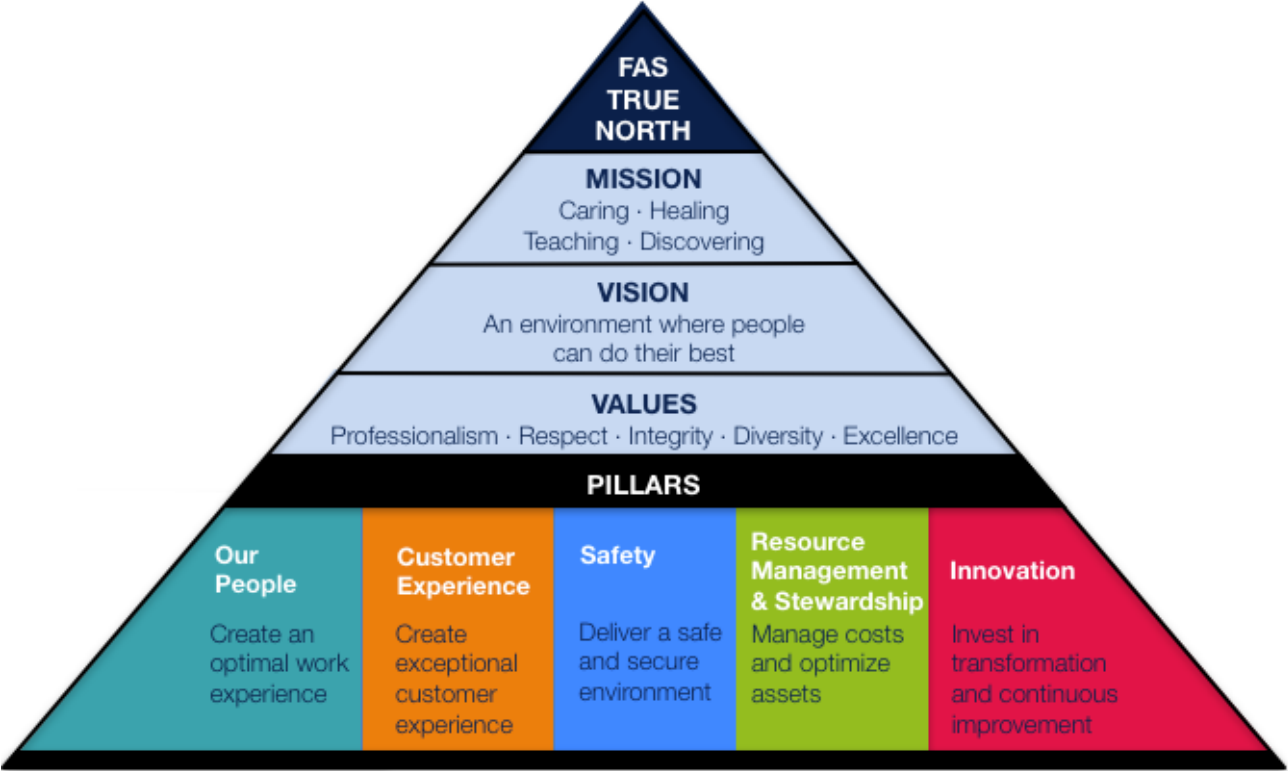


# True North Progress

Becky Daro  
Executive Director  
FAS Strategy &  
Administration

# FAS True North Remains Our Compass For Delivering Operational Strength To UCSF



# Narrow Our True North Metrics For FY21 To What Is Most Important Right Now

Our People



*Improve or Maintain Staff Engagement (from 2019 score of 4.06)  
Achieve Racial Equity and Sense of Belonging (meet 4 of 4 tactics) **New goal***

Customer Experience



*% Core Services Improve or Maintain High Performance (67 or rate 7 on 10-pt scale) **1<sup>st</sup> of 3 survey waves in Oct.***

Safety



*Reduce Campus Workplace Injuries (2.1 per 100 FTE)*

Resource Management & Stewardship



*Meet or Beat Planned Deficit (>-\$11.6M)*

Innovation



*Value Improvement created (50% of 3-yr target of \$14M) **Currently behind at 9%***