TRUE NORTH 101: What is True North and why is it important?

Our people’s work is important to the UCSF mission. The FAS True North is our compass of how Financial and Administrative Services (FAS) delivers operational strength to the UCSF mission of caring, healing, teaching and discovering. The five pillars represent where we strive for excellence because Our People, Customer Experience, Safety, Resource Management and Stewardship, and Innovation matter to the excellence of UCSF. The pillars provide a common language to show that our FAS Village is rowing in the same direction, much like our PRIDE Values unite us in how we conduct ourselves to create a collaborative culture. Strategies to support our True North are determined from the bottom up-FAS departments own the goals and work that impact each pillar.

https://fas.ucsf.edu/fas-true-north
FAS True North FY21

Metrics measure our progress

UCSF Financial & Administrative Services (FAS)

- **Our People**
  - Create an optimal work experience
  - **Metric 1**: Improve or maintain FAS employee engagement (from 2019 score of 4.06)
  - **Metric 2**: Advance racial equity and sense of belonging (4 of 4 tactics)

- **Customer Experience**
  - Create exceptional customer experience
  - **Metric 3**: Increase % core services improve or maintain high performance (high performance ≤ 67 or 7 on 10-pt scale)

- **Safety**
  - Deliver a safe and secure environment
  - **Metric 4**: Decrease campus workplace injuries to 2.1 per 100 FTE

- **Resource Management & Stewardship**
  - Manage costs and optimize assets
  - **Metric 5**: Reduce planned deficit to < -$11.6M

- **Innovation**
  - Invest in transformation and continuous improvement
  - **Metric 6**: Increase value improvement created (50% of cumulative 3-year target of $14M)