

Banking Institutions Credit Unions Council of IFMA - Balanced Scorecard

June 2009

Vision

To serve as the resource and representative for individuals responsible for facility management in the banking and credit union industry

Mission

To provide exceptional products, services, and opportunities that support and advance the Facility management profession for individuals working within the Banking and Credit Unions Industry

Perspective	Strategic Objectives	Measure	Target	
Stakeholder	1	Communicate with and engage members with opportunities that expand and leverage their collective knowledge and experiences.	Number of Regional Meetings Annually	1
			Frequency of starter topics (monthly)	1
			Number of total CS posting	Baseline TBD
			Number of members posting in CS	Baseline TBD
			Frequency of publications	Bi-monthly
			Frequency of publications	Bi-monthly
			Frequency	Bi-monthly, as obtained
			Frequency	Bi-monthly, as obtained
			Amount of current content	100%
			Number of current articles/pages	TBD
			Usage	Number of hits/visits
			Deadline	6/30/2010
			2	Provide essentials for facility management professionals to advance their careers
Frequency of offerings	TBD			
3	Magnify the role of facility management within the financial industry	Frequency		
		4	Deliver Unique Value to Council members	Deadline
Frequency	Semi-annually			
Frequency	Bi-monthly			
Number of Benchmarks annually	Quarterly			
Deadline	TBD			
Usage	Number of hits/visits			
5	Ensure processes are in place and aligned with strategy	Positions Created	100%	
		Positions Filled	100%	
		TBD	TBD	

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Learning & Growth	6	Create a culture and provide resources that instill innovation, passion, challenge and meaning for the volunteers.	Number of Testimonials	TBD
			Number of leaders sent	TBD
			Positions Created	TBD
			Positions Filled	100%
			Deadline	1-Apr-10
			Net Growth Rate	6%
			Retention Rate	82%
			Deadline	TBD
Financial	7	Maintain viable fiscal position through responsible financial management.	Deadline	10/7/2009