

# Banking Institutions Credit Unions Council of IFMA - Balanced Scorecard

Version 2a - January 2010

## 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 <b>Communicate with and engage members with opportunities that expand and leverage their collective knowledge and experiences.</b>	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
		Useage	Number of hits/visits
	Deadline	6/30/2010	
	2	<b>Provide essentials for facility management professionals to advance their careers</b>	Frequency of offerings
Frequency of offerings			TBD
3		<b>Magnify the role of facility management within the financial industry</b>	Frequency
Internal	4 <b>Deliver Unique Value to Council members</b>	Deadline	6/30/2010
		Frequency	Semi-annually
		Frequency	Bi-monthly
		Number of Benchmarks annually	Quarterly
		Deadline	TBD
		Useage	Number of hits/visits
	5	<b>Ensure processes are in place and aligned with strategy</b>	Positions Created
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

- Priority Keys:
- A Immediate (next 6 months)
  - B Soon (6 months-1 year)
  - C 1-2 years
  - D 2+ years