

Analysis Summary Tools

ACT

SET FUTURE BALANCED SCORECARD PRIORITIES

Balanced Scorecard Category	Owner	Current Progress	Proposed Target for Next Fiscal
Learning and Innovation	Bill Furney, Director Human Resources	currently scored 3.0 on employee satisfaction	Target for next fiscal year is 3.5
		Level 3 literacy is now 80 per cent	Also will set new target on basic skills upgrading
			Need 100 per cent level 3 literacy
Customers	Julie Smith, Director Marketing	customer satisfaction score of 3.2	intends on increasing to 4.0
Internal Business	Jock McGrady, COO	defect rate is .8 per cent	need to reduce further to .5 per cent
Financial	Kathy Rethy, CFO	return on capital is 15 per cent	average return on capital employed of 18 per cent
At this point, you go back to BSC sheet and go through the process again			