

MI Scorecard Performance Summary

Department Name: MDCS
 Executive/Director: Jeremy Stephens
 Period: January 2012

↑ Performance Improving
 → Performance Staying the Same
 ↓ Performance Declining

90% or greater of target
 >=75% to <90% of target
 less than 75% of target

Measure #	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
1	Obtain HR Total Satisfaction score of 93%		↓	93.0%	90.0%	93.0%	Monthly	Goal is to improve total HR Satisfaction. The metric takes into account the yearly HR Survey score and the MI HR monthly survey data
Internal Business Processes								
2	Implement 10 Lean Projects		↑	10	4	0	Monthly	The goal is to implement 10 lean projects in calendar year 2012. To date we have implemented 4 projects.
Learning and Growth								
3	Increase MI jobs hit rate		±	15.0%	0.0%	0.0%	Monthly	The goal is to increase the jobs hit rate by 15%, this is how much traffic the Civil Service job portal (position within state government) receives on a monthly basis