MiScorecard Performance Summary

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

⬆ Performance Improving	90% or greater of target
➡ Performance Staying the Same	>=75% to <90% of target
⬇ Performance Declining	less than 75% of target

Measure #	Metric	Status	Trend	Target	Current	Previous	Frequency	Metric Definition
Measure #	**Customer/Constituent**							
1	Obtain HR Total Satisfaction score of 93%		➡	93.0%	90.0%	90.0%	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
Measure #	**Internal Business Processes**							
2	Implement 10 Lean Projects		➡	10	4	4	Monthly	The goal is to implement 10 lean projects in calendar year 2012. To date we have implemented 4 projects.
Measure #	**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