

HR FY 2006/07 Scorecard

Perspectives	Strategic Goals	Measurements	Targets	Initiatives
Customer Excellence	<ul style="list-style-type: none"> Exceed Customer Expectations 	<ul style="list-style-type: none"> CSU Customer Satisfaction HR Customer Satisfaction Ratings ODT Customer Satisfaction Ratings On-Time Completion of Cases 	<ul style="list-style-type: none"> 95th Percentile 91–100% Satisfaction Ratings 91–100% Satisfaction Ratings 91–100% Compliance with Timelines 	<ul style="list-style-type: none"> Improve Grievance and Complaint Handling Redesign HR Webpage Establish OD Consulting Services Develop Deadline Management System
Financial Excellence	<ul style="list-style-type: none"> Provide Cost Effective Services Minimize Cost to the University 	<ul style="list-style-type: none"> HR Expense Factor Workers' Compensation Claim Cost Per Employee from SJSU Claims Analysis 	<ul style="list-style-type: none"> Maintain Total Expenses to 97% of Total Budget 2% Reduction 	<ul style="list-style-type: none"> Establish Effective Budget Management Processes Implement Four University-Wide Accident Reporting Procedures and Safety Trainings
Operational Excellence	<ul style="list-style-type: none"> Implement Effective Policies & Processes Minimize Risk to the University 	<ul style="list-style-type: none"> On-Time Performance Reviews Average Recruitment Cycle Time Hits on Website Number of Workers' Comp Claims 	<ul style="list-style-type: none"> 91–100% On-Time 25% Reduction on Number of Days ≤ 200 Hits/month 1% Reduction 	<ul style="list-style-type: none"> Develop MPP/Confidential Performance Review Process Improve Recruitment Processes and Prepare for E-Recruit Establish Intranet for HR Management, MPPs on Campus and HR Contacts Develop an Incentive Program for Departments with 100% Safety Results
Employee Excellence	<ul style="list-style-type: none"> Recruit, Retain, and Engage a Highly Skilled Workforce. 	<ul style="list-style-type: none"> Participant Survey Ratings Turn-Over Rate for Staff Number of Grievances Above Level III 	<ul style="list-style-type: none"> 91–100% Satisfaction Ratings 2% Reduction 33% Reduction 	<ul style="list-style-type: none"> Implement a University-Wide New Employee Welcome Program Implement Two Employee Development Initiatives Establish Labor Management Committee Meetings & Conduct Management Training
Leadership Excellence	<ul style="list-style-type: none"> Develop Leaders that Achieve Sustained Business Results. 	<ul style="list-style-type: none"> Satisfaction Rating Turn-Over Rate for MPP 	<ul style="list-style-type: none"> 91-100% Satisfaction Ratings 2% Reduction 	<ul style="list-style-type: none"> Implement MPP First-Year Experience Program Establish Three MPP Networking Events

