<table>
<thead>
<tr>
<th>Facilities Management Mission Statement</th>
<th>Facilities Management Vision</th>
</tr>
</thead>
<tbody>
<tr>
<td>To provide a quality learning, research, and living environment for the benefit of students, faculty, and the community by planning, building, operating, and maintaining the campus of the University of North Carolina at Charlotte.</td>
<td>To be a leader in Facilities Management distinguished by safety and excellence.</td>
</tr>
<tr>
<td>To be a proficient, responsive, and adaptable &quot;team of teams&quot;.</td>
<td>To provide high quality services and facilities in an environmentally sustainable manner.</td>
</tr>
<tr>
<td>To create a &quot;campus of distinction&quot;.</td>
<td></td>
</tr>
</tbody>
</table>

### Facilities Management FY 2012 Balanced Scorecard

**Perspective**
- **Student/External Customer**
- **Employee**
- **Internal Processes**
- **Learning and Growth**

#### Student/External Customer
- **Core Competency**
- **Our mission is to listen to our customers.**
- **Results**
  - 85% of estimates for ASC construction within ± 10%

#### Employee
- **Core Competency**
- **Our mission is to improve the ability to change and improve.**
- **Results**
  - Detailed Education and Training Calendar (5 days/240 hours) 100%

#### Internal Processes
- **Core Competency**
- **Our mission is to satisfy and delight our customers, which must be our focus.**
- **Results**
  - 3.3.1 Increase Wrench time 78%

#### Learning and Growth
- **Core Competency**
- **Our mission is to position our employees to achieve and improve.**
- **Results**
  - 6.1.6 Exceed Yearly Recycling Goals 95%

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**Goal**
- 80% or higher performance rating to target ratio

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**Legend**
- Met Target
- Less than 80% performance to target ratio
- Not Available

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**Goal 1** - Improve Maintenance and Operations on the Campus
**Goal 2** - Successfully Adapting Existing Facilities to Meet New Requirements
**Goal 3** - Deliver New Facilities that Support the University’s Mission
**Goal 4** - Perfect a Customer-Focused Organization
**Goal 5** - Develop a Valued, Well-Trained, Motivated, and Diverse Workforce
**Goal 6** - Promote Good Stewardship

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**MASTERLINE Charlotte Facilities Management BSC_July2012.xlsx**