

BALANCED SCORECARD

Delaware Chapter of IFMA

Unique Value Proposition
The Delaware Chapter provides members the opportunity to further their professional and personal development through education and networking in a welcoming environment.

<i>Perspective</i>	<i>Strategic Objectives</i>	<i>Measures</i>	<i>Targets</i>	<i>Accountability</i>	<i>Initiatives</i>
STAKEHOLDER	1. Provide and engage stakeholders with accessible opportunities that expand and leverage their collective knowledge and experiences.	1a. New networking opportunities executed annually 1b. Online resources and information are fresh and robust 1c. New Charitable Endeavor	1a. One new opportunity in 09-10 1b. Update the web site bi-monthly and one newsletter by June 2010 1c. One group volunteer event.	Champion: Harriett McGraw Assigned to: <i>Education/Programs Committee</i> <i>Communications Committee</i> <i>Volunteer Committee</i>	<ul style="list-style-type: none"> - Update Website bi-weekly - Keep programs current, diverse and enticing <ul style="list-style-type: none"> - Consider additional meeting formats such as round tables, panel discussions & Speed networking - Identify individual to coordinate and execute Habitat for Humanity volunteer opportunity
STAKEHOLDER	2. Provide tools for facility management professionals to increase their knowledge and advance their careers.	2a Review member satisfaction survey from year to year to make sure member's needs are being met	2a Hold the gain, over 4.25 rating average for each question 2b. Achieve 50% member participation on annual survey. 2c. Create Application Process for scholarship opportunities	Champion: Sarah Bolmeyer Assigned to: <i>Education/Programs Committee</i>	<ul style="list-style-type: none"> - "Lunch and Learns" for professionals & associates – 2 per year - Bus for NFM&T to promote NFM&T Educational Classes. March 16-18 (1st day of conference for bus) - Review past scholarship applications and make changes.

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STAKEHOLDER	3. Magnify the awareness of the facility management profession in Delaware.	3a Articles published in local/regional publications 3b New/additional or improved collaborations	3a One new publication by June 2010 3b Make contact with local colleges and universities regarding FM career path; maintain a viable Green task Force by June 2010; Partner with local organizations.	Champion: Sarah Bolmeyer Assigned to: <i>Chapter Executive Board</i> <i>Volunteer Committee</i> <i>Green Task Force</i> <i>Communications Committee</i>	-Follow up with members interested in volunteering for Communications committee. - Collaborate with local groups such as ASHRAE, ACP, CIRC, AIA - Seek out interested candidates and participants to apply for recognition awards by June 2010 - Identify person for university outreach.
INTERNAL	4. Ensure efficient systems and processes are in place.	4a Efficient and productive processes	4a Improve key processes <ul style="list-style-type: none"> - Registration data - Succession - Policies on an as needed basis - Strategic planning 	Champion: Harriet McGraw Assigned to: <i>Extended Chapter Board</i>	- Develop job descriptions for committee chairs, members, board, etc. (Due by next board meeting 2/18/10) - review/update policies at board level using existing policies and HQ templates - Review balanced scorecard at board meetings - Perform strategic planning process at minimum every 2 years.

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INTERNAL	5. Deliver unique value to members and sponsors.	5a. Engage stakeholders with more opportunities	5a One online opportunity annually 5b. Better engage new members	Champion: Harriet McGraw Assigned to: <i>Membership Committee</i>	<ul style="list-style-type: none"> - Attach a mentor to every new member - Establish a Linked-In group for Delaware Chapter members

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Learning and Growth	6 Create a culture and provide resources that instill innovation, passion, challenge and meaning for members.	6a. Identify, train and recognize volunteers	6a. 30 committee and board members volunteering in a variety of roles by June 2010.	Champion: Sarah Bolmeyer Assigned to: <i>Volunteer Committee</i> <i>Membership Committee</i>	<ul style="list-style-type: none"> - Volunteer Coordinator to link in with resources and HQ, review member survey and recruit. - Local leader conference – will consider sending 3-4 members, possibly new board members. - Recognize members for noteworthy achievements via chapter monthly newsletter - Recognize members that achieved membership anniversary milestones at June event and announce on website.
FINANCIAL	7. Maintain and enhance strong financial position.	7.1 New sponsors secured	7.1 Maintain current partnership sponsor level along with growing 2 additional new sponsors.	Champion: Bruce Finnicum /Steve Simione Assigned to: <i>Sponsor Committee</i> <i>Extended Chapter Board</i>	<ul style="list-style-type: none"> - Increase sponsors and ensure they receive value. - Grow sponsorship committee in order to reach out to new prospective sponsors - Enhance Financial Position to allow funding for members to attend WWP and LC. - Provide Scholarships for FMP, CFM, or college certificates.