

BALANCED SCORECARD – The Orlando Chapter of IFMA

Member Value Statement: The Orlando Chapter is dedicated to serving the professional development and education needs of our facility management members.

International Facility Management Association – 5/24/07

Perspective	Strategic Objectives	Measures	Targets	Accountability	Initiatives
STAKEHOLDER	1. Provide and engage members with opportunities that expand and leverage their knowledge and experiences.	1.1-1.4. # of Professional members that haven't attended other events attending roundtables, tours, and/or social activities.	1.1 Quarterly roundtables beginning July 2007 (second Tuesday). 1.2 Quarterly facility tours beginning July 2007. 1.3 Target June for an informal networking event/tour at Geoff's facility.	Programs Committee Membership Committee	1.1 Expand educational roundtable discussions – set a schedule, identify topics (See new IFMA trends report), find facilitators, develop discussion questions for topics. 1.2 Facility Tours scheduled quarterly possibly late afternoon/evening. 1.3 Expand after hours networking/social activities. 1.4 Notify members about new activities and state the objectives.
STAKEHOLDER	2. Elevate the stature of the FM profession in Central Florida.	2.1 First students in an FM degree program in Central Florida by 2010. 2.2, 2.3 increased # of chapter members at WW 2009. 2.2, 2.3 Members surveyed report greater awareness of FM importance by bosses.	2.1 Contact HQ in August, outline a plan by 1/1/2008. 2.2, 2.3 November event for bosses and include a WW program.	FM Degree Program Task Force Program Committee	2.1 Develop a plan to achieve an FM Degree Program at University of Central Florida or Valencia. Contact IFMA HQ about available resources. 2.2 Promote attendance at WW by having a panel of members that regularly attend and by leveraging HQ's World Workplace Marketing Kit for Chapters. 2.3 Plan a Bring your Boss event. Have a speaker that focuses on a major FM success story that benefited a company's bottom line.

<i>Perspective</i>	<i>Strategic Objectives</i>	<i>Measures</i>	<i>Targets</i>	<i>Accountability</i>	<i>Initiatives</i>
INTERNAL	3. Ensure appropriate leadership systems and processes are in place	<p>3.1 Balanced Board with operational succession plan by July 2008.</p> <p>3.2 Volunteer recognition event in Spring 2008</p>	<p>3.1 Written plan in place by August 2007</p> <p>3.2 Written plan by September 2007.</p>	<p>Executive Board</p> <p>Volunteer Coordinator</p>	<p>3.1 Defined succession process in key positions. Develop a written plan presented to potential/new leaders. Plan should outline need for balanced Board (Professionals and Associates).</p> <p>3.2 Develop and implement a volunteer recognition plan.</p>

<i>Perspective</i>	<i>Strategic Objectives</i>	<i>Measures</i>	<i>Targets</i>	<i>Accountability</i>	<i>Initiatives</i>
INTERNAL	4. Strengthen communications between membership and Board.	4.1-4.4. 10% attendance/participation increase by July 2008.	4.1-4.4 More members informed, involved, and engaged.	Executive Board	<p>4.1 Report on membership survey results to members and our response/actions.</p> <p>4.2 Post a summary of the Board minutes to web site.</p> <p>4.3 Continue weekly President's report.</p> <p>4.4 Online forum for members to respond to the Board.</p>

<i>Perspective</i>	<i>Strategic Objectives</i>	<i>Measures</i>	<i>Targets</i>	<i>Accountability</i>	<i>Initiatives</i>
INTERNAL	5. Strengthen and build relationships within the membership.	5.1 Return on relationships – survey indicates Associates and Professionals see improvement.	5.1-5.5 Provide benefit to Associate members and sponsors 5.6 Increase professional member attendance	Program Committee Sponsorship Committee	5.1 Plan an FM only program. 5.2 Get listserver functioning by raising awareness of members and have leadership post questions to get it started. 5.3 Plan an Associate Showcase event. 5.4 Develop a Directory of FM Services in Orlando for the Web site 5.5 Develop a communication plan that stresses the importance of doing business with Associate Members and Sponsors in the Orlando Chapter. 5.6 Plan a “Bring an FM to a Meeting” event. Associate members bring a non-member FM client.
LEARNING AND GROWTH	6. Provide resources to promote learning and growth.	6.1-6.2 Increased professional member participation.	6.1-6.2 Distribute Survey in August and develop a program plan.	Executive Board	6.1 Survey FMs for topics, consider more advanced level topics. Pay for higher profile SMEs supported by sponsorship program. 6.2 Develop a plan to ensure high quality programs every month.

<i>Perspective</i>	<i>Strategic Objectives</i>	<i>Measures</i>	<i>Targets</i>	<i>Accountability</i>	<i>Initiatives</i>
LEARNING AND GROWTH	7. Inspire members to become involved.	<p>7.1 Two members of the month become active by August 2008</p> <p>7.2 Orlando Chapter members actively engaged online by July 2008</p> <p>7.3 Three new committee members by March 2008</p> <p>7.4 Mentors/Mentees actively engaged by January 2008</p>	<p>7.1 First FM of the Month column in August newsletter.</p> <p>7.2 Investigate technological needs and report to Board by January 2008.</p> <p>7.3 Name a Volunteer Coordinator/Talent Scout</p> <p>7.4 Geoff to provide sample guidelines. Develop chapter guidelines and communication plan by September 1, 2007.</p>	<p>Membership Committee</p> <p>Volunteer Coordinator</p>	<p>7.1 Highlight FM of the Month on the Web site. Choose less engaged members.</p> <p>7.2 Develop online forums for FMs.</p> <p>7.3 Identify/target members (FMs) for committee participation.</p> <p>7.4 Develop a formal mentoring program. Connect new members to seasoned members. Develop a list of members willing to mentor. Develop guidelines and structure.</p>

<i>Perspective</i>	<i>Strategic Objectives</i>	<i>Measures</i>	<i>Targets</i>	<i>Accountability</i>	<i>Initiatives</i>
FINANCIAL	8. Maintain healthy financial status.	<p>8.1 Ensure adequate reserves</p> <p>8.2 Align budget with all actions/initiatives</p> <p>8.3 Reserves in CDs equals six months operating expense.</p> <p>8.4 Increased attendance at reduced price meetings.</p>	<p>8.1 Plan presented by Committee to the Board by September 2007,</p> <p>8.2 Reach 200 members by July 2008</p> <p>8.3 Put \$XX in CDs by September 2007</p> <p>8.4 Review program plan for coming year, analyze expenses and make three programs at low/no cost.</p>	<p>Executive Board</p> <p>Sponsorship Committee</p> <p>Program Committee</p> <p>Treasurer</p>	<p>8.1 Develop and implement a Corporate Sponsorship Program</p> <p>8.2 Grow membership</p> <p>8.3 Invest reserves wisely</p> <p>8.4 Consider ramifications of meeting fee reduction.</p>