

Pro-Motion Consulting  
Operations Scorecard Template

													
<b>Balanced Scorecard</b>													
Category	Scorecard Metric	Description	Source/Location	Who Updates	Deadline	Goal	Actual	Variance	Variance	Weekly	Week of:	Week of:	Week of:
	Brief Name	Detailed Explanation	File path	Internal	Internal	for Period	for Period	vs. Goal	% of Goal	Goal	Date	Date	Date
Operations	Efficiency	% actual vs. budget	Job costing system	Julie	Fri 10am	75.00%	75.00%	0.00%		75.00%	80.00%	75.00%	70.00%
Operations	Productivity	% job time vs. total time	Time sheets / Admin	Barb	Fri 8am	90.00%	95.00%	-5.00%		90.00%	95.00%	100.00%	90.00%
Operations	Quality	Property audit scores	S:/OPS/AUDITS spreadsheet	Barb	Fri 8am	90.00%	80.00%	10.00%		90.00%	75.00%	80.00%	85.00%
Operations	Average Field Labor Hours	All non-management hours	Payroll system	Julie	Fri 10am	45	\$ 49.83	\$ (4.83)	-10.74%	45	52.00	48.50	49.00
Operations	Complaints	# if serious customer complaints	S:/ADMIN/COMPLAINTS	Barb	Fri 8am	0	1	-1		0	0	1	0
Operations	Fall Cleanups Complete	% of total completed	S:/OPS/STATUS spreadsheet	Mike	Fri 8am	100.00%	0.00%	-100.00%			0.00%	0.00%	0.00%
Operations	Irrigation Winterizations Completed	% of total completed	S:/OPS/STATUS spreadsheet	Mike	Fri 8am	100.00%	15.00%	-85.00%			5.00%	10.00%	15.00%
Operations	Accidents/Injuries	# of accidents or injuries reported	S:/ADMIN/INCIDENTS spreadsheet	Barb	Fri 8am	0	1	-1		0	0	0	1
Operations	Employee Turnover	# of lost employees	Payroll system	Julie	Fri 10am	0	0	0		0	0	0	0
Operations	Open Positions- Foreman	# of open positions	S:/OPS/SCHEDULES spreadsheet	Mike	Fri 8am	0	1	-1		0	1	1	1
Operations	Absences	# of unexcused absences- field staff	S:/OPS/SCHEDULES spreadsheet	Mike	Fri 8am	0	6	-6		0	2	3	1
													
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