Maintenance Custodial
Balanced Scorecard

			SCORING CRITERIA										
			Target	*Stretch*		*Goal*	*Moderate*			*Risk*			
Key Indicators	*Measures*		10	9	8	7	6	5	4	3	2	1	Raw Score
Cleanliness	1	Inspection Rating	85	80	75	70	65	60	55	50	45	<45	
	2	Percent of Buildings Meeting/Exceeding Quality Rating	100	90	80	70	60	50	40	30	20	<20	
	3	Overall Cleanliness of Your Building	4.5	4.3	4.1	3.9	3.7	3.5	3.3	3.1	2.9	<2.9	
Customer Service	4	Knowledge of Maintenance & Custodial Staff	4.5	4.3	4.1	3.9	3.7	3.5	3.3	3.1	2.9	<2.9	
	5	Reponsiveness	4.5	4.3	4.1	3.9	3.7	3.5	3.3	3.1	2.9	<2.9	
	6	Facility Safety	4.5	4.3	4.1	3.9	3.7	3.5	3.3	3.1	2.9	<2.9	
	7	Energy Savings	4.5	4.3	4.1	3.9	3.7	3.5	3.3	3.1	2.9	<2.9	
		TOTAL SCORE											

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