

School Food Services Balanced Scorecard

Key Indicators		Measures		SCORING CRITERIA									Raw Score	
				Target	Stretch		Goal	Moderate			Risk			
				10	9	8	7	6	5	4	3	2		1
Meal Participation	Lunch	1	High School/Horizons	85	80	75	70	65 (68)	60	55	50	40	<30	6
		2	Middle School	100	95	90	85	80	75	70 (71)	65	60	<60	4
		3	Oak Ridge Intermediate	100	95	90	85	80	75 (77)	70	65	60	<60	5
		4	Hawthorn Elementary	100	95	90	85	80	75	70	65	60	<60	6
		5	Dogwood	100	95	90	85	80	75	70	65	60	<60	4
		6	Hurricane Deck	100	95	90	85	80	75	70	65	60	<60	8
		7	Osage Beach	100	95	90	85	80	75	70	65	60	<60	4
	Breakfast	8	High School/Horizons	45	40	35	30	25	20	15	10	5	<5	4
		9	Middle School	45	40	35	30	25	20	15	10	5	<5	6
		10	Oak Ridge Intermediate	50	45	40	35 (38)	30	25	20	15	10	<10	7
		11	Hawthorn Elementary	50	45 (48)	40	35	30	25	20	15	10	<10	9
		12	Dogwood	100	95	90	85	80	75	70 (73)	65	60	<60	4
		13	Hurricane Deck (BIC)	100	95	90	85 (88)	80	75	70	65	60	<60	7
		14	Osage Beach (BIC)	100	95	90	85	80	75 (78)	70	65	60	<60	5
Meals Per Labor Hour	Meals Per Labor Hour	15	High School/Horizons	20	19	18	17	16	15	14	13	12	<12	8
		16	Middle School	20	19	18	17	16	15	14	13	12	<12	7
		17	Oak Ridge Intermediate	20	19	18	17	16	15	14	13	12	<12	4
		18	Hawthorn Elementary	20	19	18	17	16	15	14	13	12	<12	8
		19	Dogwood	20	19	18	17	16	15	14	13	12	<12	8
		20	Hurricane Deck	20	19	18	17	16	15	14	13	12	<12	7
		21	Osage Beach	20	19	18	17	16	15	14	13	12	<12	8
Poverty Outreach	Lunch	22	% Free and Reduced Participation State Average 63%	100	90	80	70	60 (58)	50	40	30	20	<20	6
	Breakfast	23	% Free and Reduced Participation State Average 81%	100	90	80	70 (74)	60	50	40	30	20	<20	7
Customer Focus	Student Satisfaction	24	% students saying are satisfied with the meals they receive	100	95	90	85	80	75	70	65	60	<60	5
	Staff Satisfaction	26	% Staff participation	100	90	80	70	60	50	40	30	20	<20	6
Employees	Employee Satisfaction	27	% of staff who feel that the staff cares about them	100	95	90	85	80	75	70	65	60	<60	5
		28	% of staff who feel that they have the opportunity to develop their skills	100	95	90	85	80	75	70	65	60	<60	9
		29	% staff who feel that their building administrator supports them in their work	100	95	90 (88)	85	80	75	70	65	60	<60	7
Safety	Safe and Orderly Environment	30	Average Score of Health Inspections	100	95	90	85	80	75 (74)	70	65	60	<60	9

School Food Services Balanced Scorecard

		SCORING CRITERIA												Raw Score
		Target	Stretch		Goal	Moderate			Risk					
		10	9	8	7	6	5	4	3	2	1			
Budget	Key Indicators	Measures												
	Food	31 % Food cost of Budget	30	35	40	45 (47)	50	55	60	65	70	<70	7	
	Personnel	33 % Personnel Cost of Budget	30	35	40 (43)	45	50	55	60	65	70	<70	8	
	Other	34 % Indirect Cost/Other of Budget	7	8	9	10	11	12	13	14	15	>15	7	
		TOTAL SCORE											6.81	

DRAFT