

Maintenance Custodial  
Balanced Scorecard

SCORING CRITERIA

Key Indicators	Measures	Target	Stretch		Goal	Moderate			Risk			Raw Score	
		10	9	8	7	6	5	4	3	2	1		
Cleanliness	1	Inspection Rating	10	9	8	7	6	5	4	3	2	1	
	2	Percent of Buildings Meeting/Exceeding Quality Rating	100	90	80	70	60	50	40	30	20	<20	
	3	Overall Cleanliness of Your Building	10	9	8	7	6	5	4	3	2	1	8.89
Customer Service	4	Knowledge of Maintenance & Custodial Staff	10	9	8	7	6	5	4	3	2	1	8.89
	5	Reponsiveness	10	9	8	7	6	5	4	3	2	1	7.77
	6	Facility Safety	10	9	8	7	6	5	4	3	2	1	8.22
	7	Energy Savings	10	9	8	7	6	5	4	3	2	1	8.29
TOTAL SCORE													

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