## FY 2017 MUSC Excellence Goals for Finance & Administration

### Service

- Provide top 5 innovative and creative ideas that will lead to positive service level impacts for appropriate F&A areas by Nov. 15, 16.
- 4 = by Nov 1, 16
- 3 = by Nov 15, 16
- 2 = by Dec 1, 16
- 1 = after Dec 1, 16

### Quality

#### Employee Survey:

- The person I report to gives me useful feedback.
  - 4 = 4.1 – 5.0
  - 3 = 3.97 – 4.0
  - 2 = 3.0 – 3.96
  - 1 = < 2.99

### People

#### Employee Survey:

- The person I report to cares about my job satisfaction.
  - 4 = 4.14 – 5.0
  - 3 = 3.98 – 4.13
  - 2 = 3.0 – 3.97
  - 1 = < 2.99

- The person I report to treats me with respect.
  - 4 = 4.39 – 5.0
  - 3 = 4.21 – 4.38
  - 2 = 3.0 – 4.20
  - 1 = < 2.99

### Finance

- Meet FY 2017 Budget to Actual goals
  - 4 = Ex >= 1% revenue
  - 3 = Ex 1<1% revenue
  - 2 = Ex 0 -.5% revenue
  - 1 = Ex > .5% revenue

### Growth

#### Employee survey: I get the training I need to do a good job.
- 4 = 4.05 – 5.0
- 3 = 3.80 – 4.04
- 2 = 3.0 – 3.79
- 1 = < 2.99