

THE MANAGEMENT AND BUDGET ACT (EXCERPT)
Act 431 of 1984

18.1447 Scorecard; metric categories; definitions.

Sec. 447. (1) Each fiscal year, by the deadline established in section 363 for the governor to submit a budget to the legislature, each department shall have a strategic mission, vision, goals, and a balanced scorecard in place. The scorecard shall include at least 1 existing metric or establish at least 1 new metric for each 1-time or ongoing enhancement budget recommendation. Each metric shall be in 1 of the following categories:

- (a) Customer service.
- (b) Financial.
- (c) Internal business process.
- (d) Learning and growth.
- (2) As used in this section:

(a) "Balanced scorecard" means a management tool that allows managers to lead through monitoring the performance of an organization on the few but vital set of activities and measures that drive enterprise success. It focuses not just on financial dimensions but also other vital areas such as employees, customers, processes, and any other area crucial to the success of the organization.

(b) "Customer service metric" means a standard that measures the value received from the citizen perspective and the scale and quality of the service.

(c) "Financial metric" means a standard for quantifying the amount that the strategy, implementation, and execution of an enhancement budget recommendation is contributing to the bottom line.

(d) "Internal business process metric" means a standard that measures how well business processes are structured or organized to meet citizen service expectations.

(e) "Learning and growth metric" means a standard that measures how well the people, technology, and climate support the strategy of the enhancement.

History: Add. 2012, Act 535, Imd. Eff. Jan. 2, 2013.