

SUBSTITUTE FOR  
SENATE BILL NO. 21

A bill to amend 1984 PA 431, entitled  
"The management and budget act,"  
(MCL 18.1101 to 18.1594) by adding section 447.

THE PEOPLE OF THE STATE OF MICHIGAN ENACT:

1        SEC. 447. (1) EACH FISCAL YEAR, BY THE DEADLINE ESTABLISHED IN  
2        SECTION 363 FOR THE GOVERNOR TO SUBMIT A BUDGET TO THE LEGISLATURE,  
3        EACH DEPARTMENT SHALL HAVE A STRATEGIC MISSION, VISION, GOALS, AND  
4        A BALANCED SCORECARD IN PLACE. THE SCORECARD SHALL INCLUDE AT LEAST  
5        1 EXISTING METRIC OR ESTABLISH AT LEAST 1 NEW METRIC FOR EACH 1-  
6        TIME OR ONGOING ENHANCEMENT BUDGET RECOMMENDATION. EACH METRIC  
7        SHALL BE IN 1 OF THE FOLLOWING CATEGORIES:  
8        (A) CUSTOMER SERVICE.  
9        (B) FINANCIAL.

1 (C) INTERNAL BUSINESS PROCESS.

2 (D) LEARNING AND GROWTH.

3 (2) AS USED IN THIS SECTION:

4 (A) "BALANCED SCORECARD" MEANS A MANAGEMENT TOOL THAT ALLOWS  
5 MANAGERS TO LEAD THROUGH MONITORING THE PERFORMANCE OF AN  
6 ORGANIZATION ON THE FEW BUT VITAL SET OF ACTIVITIES AND MEASURES  
7 THAT DRIVE ENTERPRISE SUCCESS. IT FOCUSES NOT JUST ON FINANCIAL  
8 DIMENSIONS BUT ALSO OTHER VITAL AREAS SUCH AS EMPLOYEES, CUSTOMERS,  
9 PROCESSES, AND ANY OTHER AREA CRUCIAL TO THE SUCCESS OF THE  
10 ORGANIZATION.

11 (B) "CUSTOMER SERVICE METRIC" MEANS A STANDARD THAT MEASURES  
12 THE VALUE RECEIVED FROM THE CITIZEN PERSPECTIVE AND THE SCALE AND  
13 QUALITY OF THE SERVICE.

14 (C) "FINANCIAL METRIC" MEANS A STANDARD FOR QUANTIFYING THE  
15 AMOUNT THAT THE STRATEGY, IMPLEMENTATION, AND EXECUTION OF AN  
16 ENHANCEMENT BUDGET RECOMMENDATION IS CONTRIBUTING TO THE BOTTOM  
17 LINE.

18 (D) "INTERNAL BUSINESS PROCESS METRIC" MEANS A STANDARD THAT  
19 MEASURES HOW WELL BUSINESS PROCESSES ARE STRUCTURED OR ORGANIZED TO  
20 MEET CITIZEN SERVICE EXPECTATIONS.

21 (E) "LEARNING AND GROWTH METRIC" MEANS A STANDARD THAT  
22 MEASURES HOW WELL THE PEOPLE, TECHNOLOGY, AND CLIMATE SUPPORT THE  
23 STRATEGY OF THE ENHANCEMENT.

24 Enacting section 1. This amendatory act does not take effect  
25 unless Senate Bill No. 802 of the 96th Legislature is enacted into  
26 law.