

2010 Governance Council Balanced Scorecard

Mission	Promote workplace safety and care for injured workers.
Vision	To be recognized as a caring, efficient and service-focused organization and a model and trusted partner in workplace safety.
Goals	<ul style="list-style-type: none">▪ Foster stakeholder relationships in safety and care through customer service excellence.▪ Maintain an efficient and adaptive organization that supports service delivery.▪ Provide efficient, accountable leadership and governance that represents the interests of the northern workforce.▪ Meet the needs of stakeholders without compromising WSCC financial sustainability.
Objectives	<ul style="list-style-type: none">▪ Deliver fair and consistent service.▪ Strengthen customer trust and respect through open and clear communication.▪ Deliver and promote safety education and awareness to create and maintain a safety culture.▪ Promote employee growth and development.▪ Continuous process improvement.▪ Engage employees.▪ Enhance public image.▪ Manage resources and identify operational efficiencies.▪ Maintain fair and appropriate benefits.▪ Monitor budgets, costs, and investments.

	Goals	Objectives	Measure	Target
Stakeholder Focus	Foster stakeholder relationships in safety and care through customer service excellence.	<ul style="list-style-type: none"> • Deliver fair and consistent service. • Strengthen customer trust and respect through open and clear communication. • Deliver and promote safety education and awareness to create and maintain a safety culture. 	Time to First Payment (TTFP)	90% received within 25 days from date of registration.
			Concerns/complaints received	No unexplained or unresolved concerns/complaints.
			Average composite duration of claim.	Stable or decreasing within a 10% variance of the 5-year average
			Safety education courses delivered.	Increase training opportunities.
			Lost time injury frequency analysis by territory.	Stable or decreasing with a 10% variance.
			Lost time trend analysis by industry class.	Each class is stable within a 10% variance of the 5-year average
Organizational Excellence	Maintain an efficient and adaptive organization that supports service delivery.	<ul style="list-style-type: none"> • Promote employee growth and development. • Continuous process improvement. 	Employee learning and development.	Increase learning and development opportunities.
			Service delivery.	Establish service standards.

Effective Governance	Provide efficient, accountable leadership and governance that represents the interests of the northern workforce.	<ul style="list-style-type: none"> Engage employees. Enhance public image. 	Employee satisfaction.	Increase survey participation rate.
			Stakeholder engagement.	TBD (target will be based on survey results)
Financial Sustainability	Meet the needs of our stakeholders without compromising WSCC financial sustainability.	<ul style="list-style-type: none"> Manage resources and identify operational efficiencies. Maintain fair and appropriate benefits. Monitor budgets, costs, and investments. 	Annual administrative costs per \$100 payroll.	Stable or decreasing.
			Average provisional assessment rate	No increase.
			Current year benefits costs per \$100 payroll.	Stable or decreasing.
			Years' Maximum Insurable Remuneration (YMIR)	Full compensation replacement for 70-80% of the northern workforce.
			Percentage funded	100-120%