

911 Calls Not Compliant with Standard Operating Procedures EMA/MetroSafe



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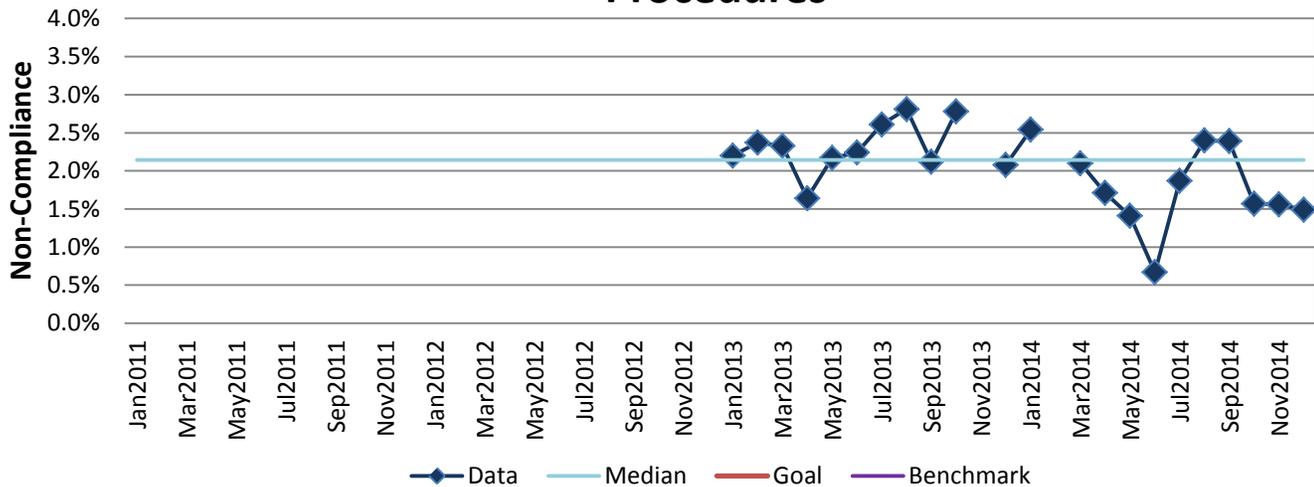
Process: Receive, Process and Answer 911 Calls

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: QA Spreadsheet Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of 911 calls reviewed by Quality Assurance found not compliant with standard operating procedures Why Measure: To ensure quality in the receiving, answering and processing of 911 calls Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

Jan2014-Dec2014 12 Month Goal	Jan2014-Dec2014 12 Month Average		Dec2014 Goal	Dec2014 Actual	
TBD	2%	⚡	TBD	1%	⚡
Non-Compliance	Non-Compliance		Non-Compliance	Non-Compliance	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.