

Licenses Issued Metro Animal Services



KPI Owner: Daisy Blakeman

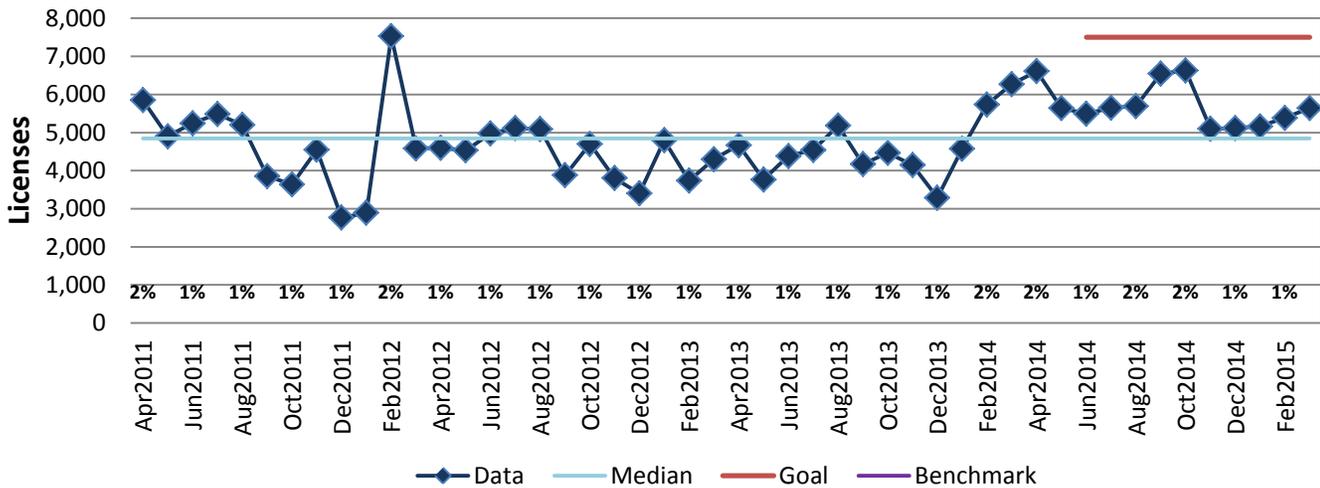
Process: Licensing

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 45K Licenses in CY '12 Goal: Double licenses to 90K between mid summer of 2014 to June 30, 2015 Benchmark: TBD	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of licenses issued by Metro Animal Services each month Why Measure: Measures a core process, licensing of animals Next Improvement Step: Engaging with Vets to be more efficient. Changed mailing process April 1 '15 to be more efficient and effective.

How Are We Doing?

Jun2014-Mar2015 10 Month Goal	Jun2014-Mar2015 10 Month Actual		Mar2015 Goal	Mar2015 Actual	
75,000	68,679		7,500	5,640	
Licenses	Licenses		Licenses	Licenses	

Licenses Issued



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