

911 Calls Not Compliant with Standard Operating Procedures EMA/MetroSafe



KPI Owner: Deanna Glynn

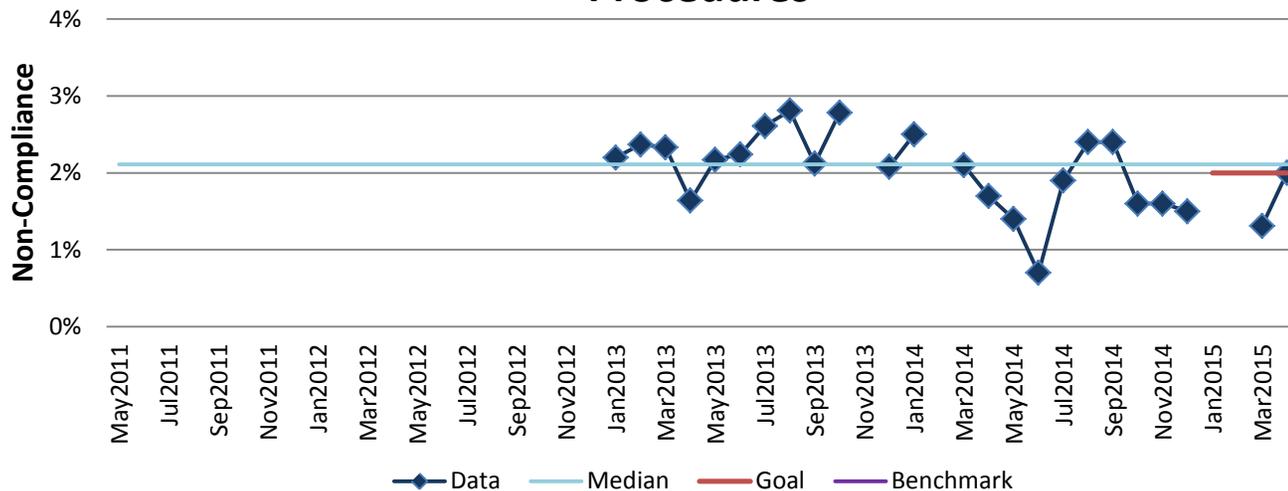
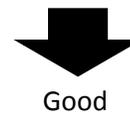
Process: Quality Assurance/Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Reduce the % of 911 Calls that are not compliant with SOPs to 2% Benchmark: TBD	Data Source: QA Spreadsheet Goal Source: Dept Management Team 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?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
2.00%	1.68%		2.00%	2.00%	
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.