

# % Multi Family Permits Issued After 15 Days (Construction Review) Develop Louisville



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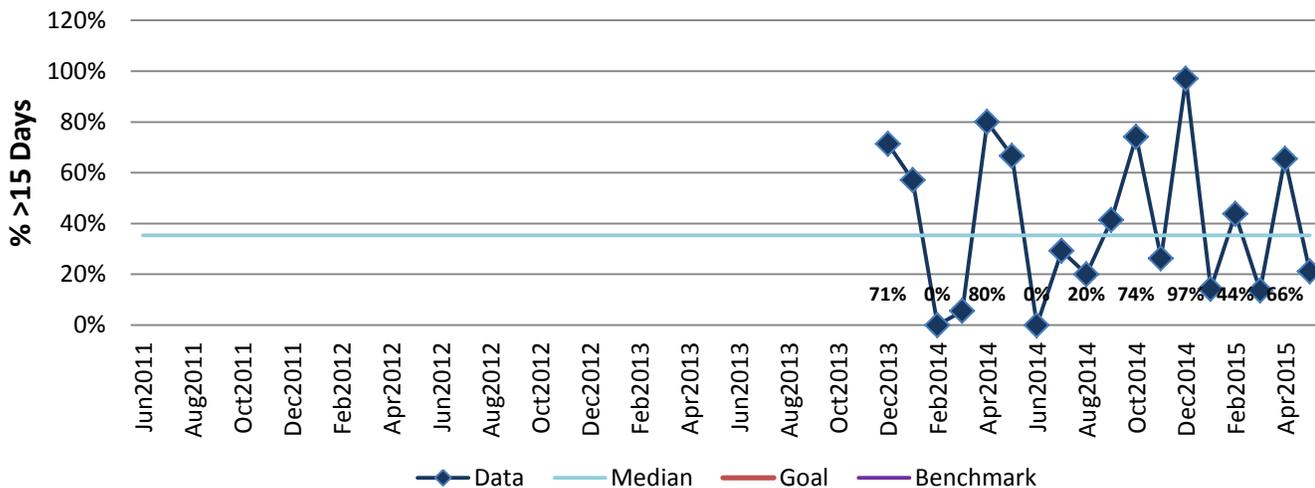
Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 40.77% (Dec, 2013 - Nov, 2014) Goal: TBD  Benchmark: TBD	Data Source: Hansen  Goal Source: N/A  Benchmark Source: N/A	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Percent of Multi Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days  Why Measure: Monitor turnaround time relative to customer expectations  Next Improvement Step: Develop Louisville will analyze reasons for extended review periods

### How Are We Doing?

Jun2014-May2015 12 Month Goal	Jun2014-May2015 12 Month Actual		May2015 Goal	May2015 Actual	
<b>TBD</b>	<b>37.21%</b>		<b>TBD</b>	<b>21.15%</b>	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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**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.**