

Property Maintenance New Cases Codes & Regulations



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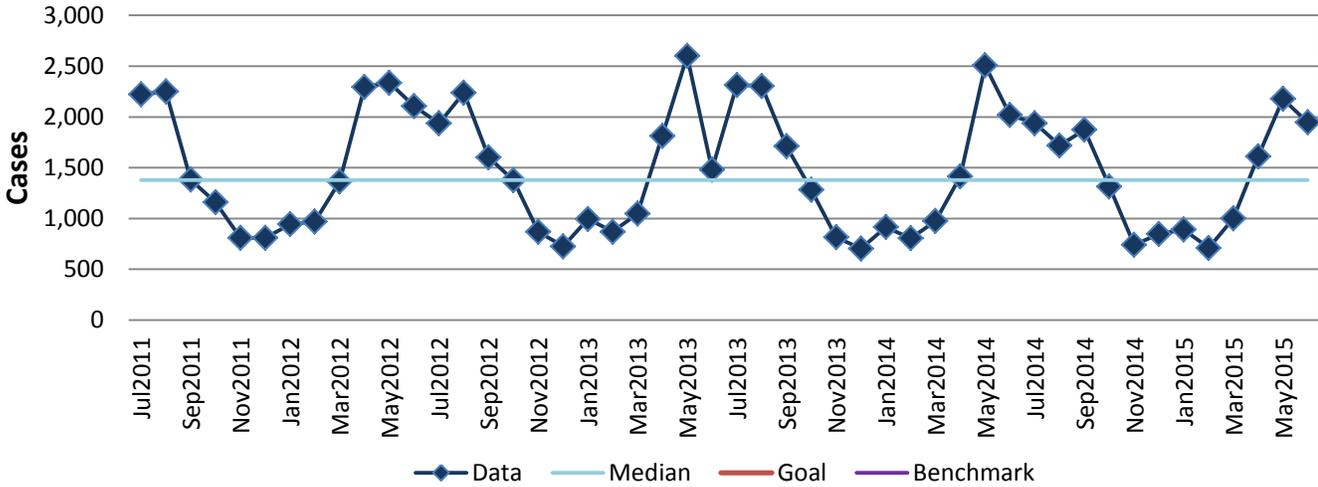
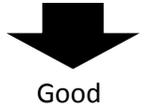
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: July 2011, 2224 cases opened Goal: N/A- Input Measure Benchmark: N/A	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The number of cases opened. Why Measure: Measure the quantity of new cases that must be responded to each month. Next Improvement Step: N/A- Input Measure

How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
N/A	16,774		N/A	1,947	
Cases	Cases		Cases	Cases	

Property Maintenance New Cases



Root cause analysis is not applicable for an input/demand for service measure.