

# Boarding & Cleaning Monthly Backlog Codes & Regulations



KPI Owner: Darrell Coomer

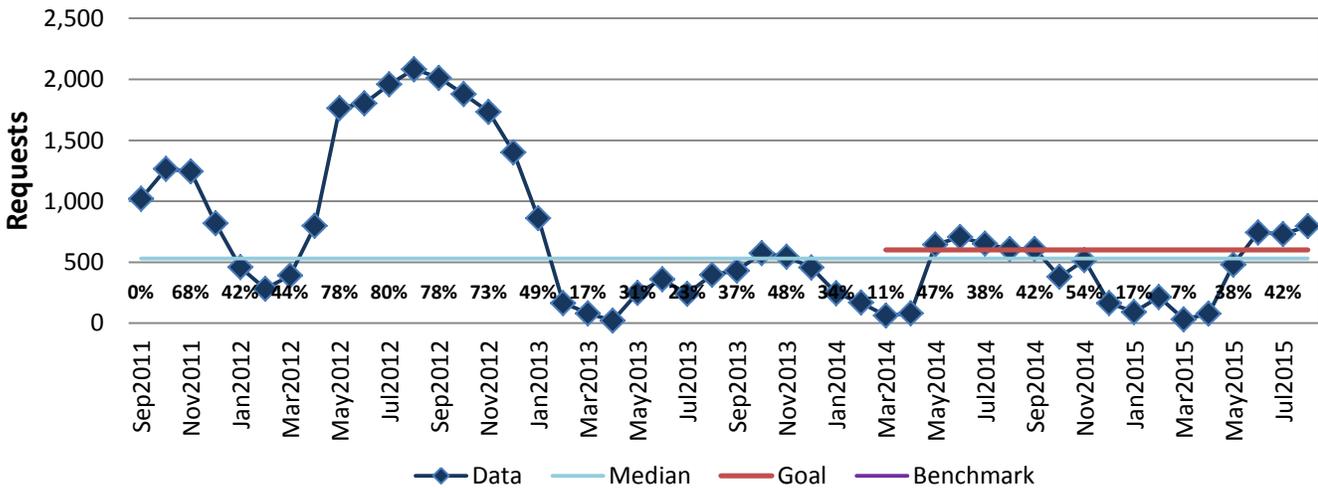
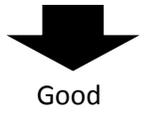
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Monthly average: 1,066 open Goal: Maintain a backlog of no greater than 600 open boarding, cleaning and cutting cases in a month.  Benchmark: TBD	Data Source: Hansen  Goal Source: Dept Strategic Plan  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: The number of service requests open at the end of each month.  Why Measure: Helps quantify the challenge of dealing w/ neighborhood blight.  Next Improvement Step: TBD

### How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
<b>7,200</b>	<b>4,828</b>		<b>600</b>	<b>794</b>	
<b>Requests</b>	<b>Requests</b>		<b>Requests</b>	<b>Requests</b>	

## Boarding & Cleaning Monthly Backlog



**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.**