

# Civilian Injuries Louisville Fire Department



KPI Owner: Lt. Col. William Bowman

Process: Community Fires

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2014, 1.75 Monthly Avg.; 21 per Yr. Goal: No more than 1.4 injuries/month  Benchmark: 1.4 injuries/month	Data Source: LFD Firehouse Software  Goal Source: LFD LouieStat Reports  Benchmark Source: NFIRS	Plan-Do-Check-Act Step 3: Determine and quantify root causes  Measurement Method: The monthly number of civilian injuries related to the occurrence of a fire  Why Measure: Determine how safe our citizens are from fire  Next Improvement Step: Determine a relevant pareto so that root causes can be identified

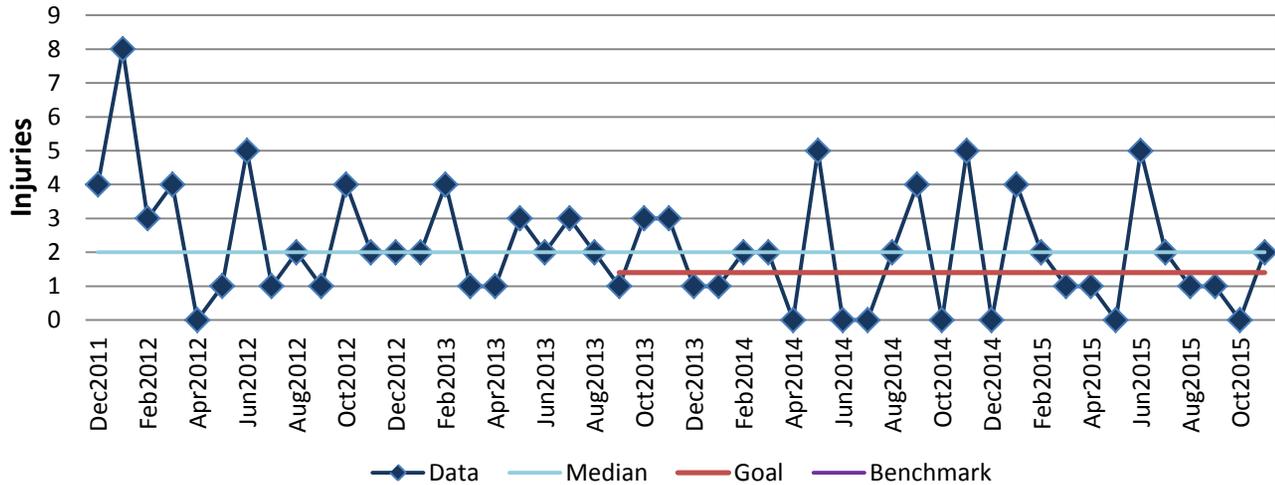
## How Are We Doing?

Dec2014-Nov2015 12 Month Goal	Dec2014-Nov2015 12 Month Actual		Nov2015 Goal	Nov2015 Actual	
<b>1</b>	<b>19</b>		<b>1</b>	<b>2</b>	
Injuries	Injuries		Injuries	Injuries	

## Civilian Injuries



Good



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.