

Housing Quality Standards (HQS) No Show Rate Codes & Regulations



KPI Owner: Dennis Martin

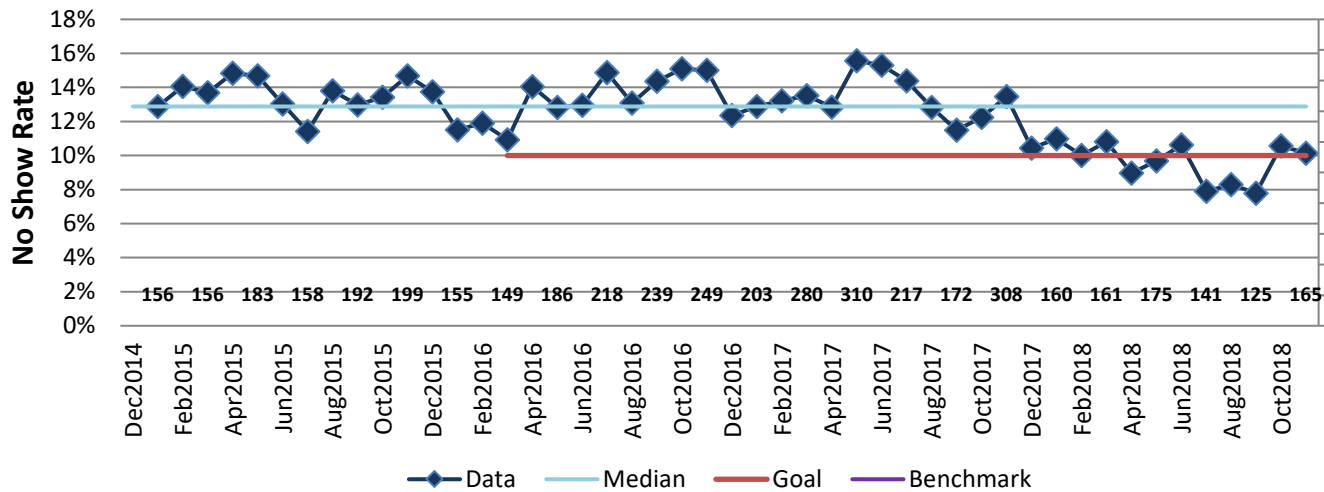
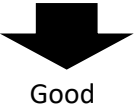
Process: Housing Quality Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 13% In July 2013 Goal: Less than 10% of inspections result in a no show. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The percent of inspections that fail due to the owner/tenant not showing up. Why Measure: Helps to quantify the no show problem and track impact of process changes Next Improvement Step: Identify inspection types that are more likely to have no shows, and look at how scheduling process varies.

How Are We Doing?

Dec2017-Nov2018 12 Month Goal	Dec2017-Nov2018 12 Month Actual		Nov2018 Goal	Nov2018 Actual	
10.00%	9.69%	🚦	10.00%	10.13%	🚦
No Show Rate	No Show Rate		No Show Rate	No Show Rate	

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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.