

% of ABC Applications Exceeding 35 Day Process Goal Codes & Regulations



KPI Owner: Jermaine Burks

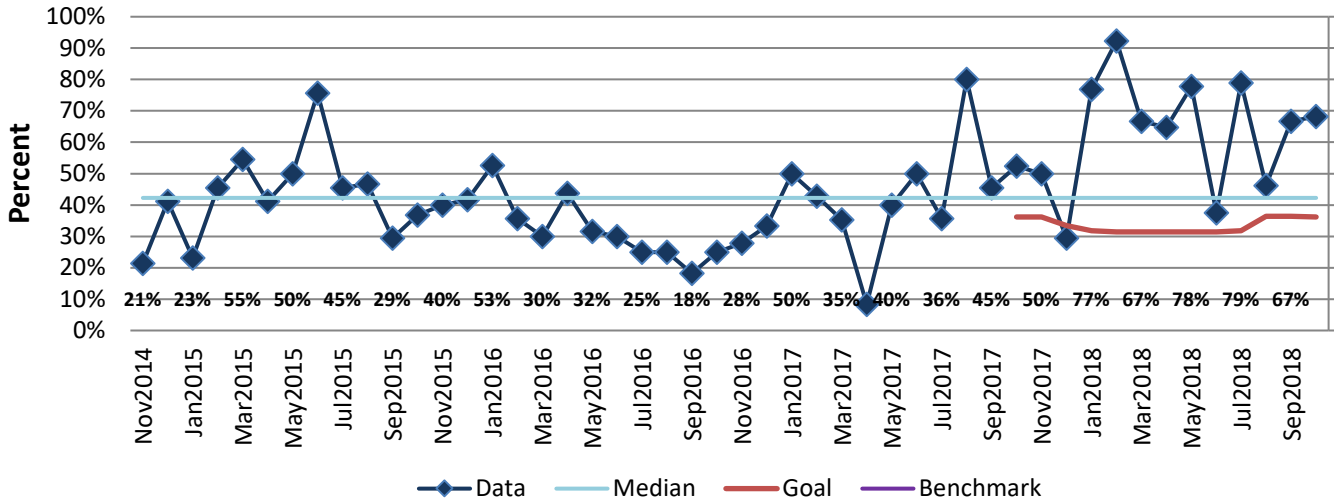
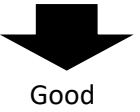
Process: ABC L&P

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 52.33% CY 2015 Goal: 5% Improvement on the median Benchmark: TBD	Data Source: Hansen Goal Source: L&P Supervisor Benchmark Source:	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: This KPI measures the number of ABC applications that exceed 35 days of processing time prior to our approval or preliminary approval. 30 days is required from the date that the applicant runs a newspaper add, leaving 5 days for comment review. Why Measure: To track efforts to decrease the time applications are Next Improvement Step: Continue to prioritize weekly follow-ups with applicants when additional information is needed.

How Are We Doing?

Nov2017-Oct2018 12 Month Goal	Nov2017-Oct2018 12 Month Actual		Oct2018 Goal	Oct2018 Actual	
33.3%	62.9%		36.2%	68.2%	
Percent	Percent		Percent	Percent	

% of ABC Applications Exceeding 35 Day Process Goal



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.