

# Graffiti Work Orders Resolved Codes & Regulations



KPI Owner: Darrell Coomer

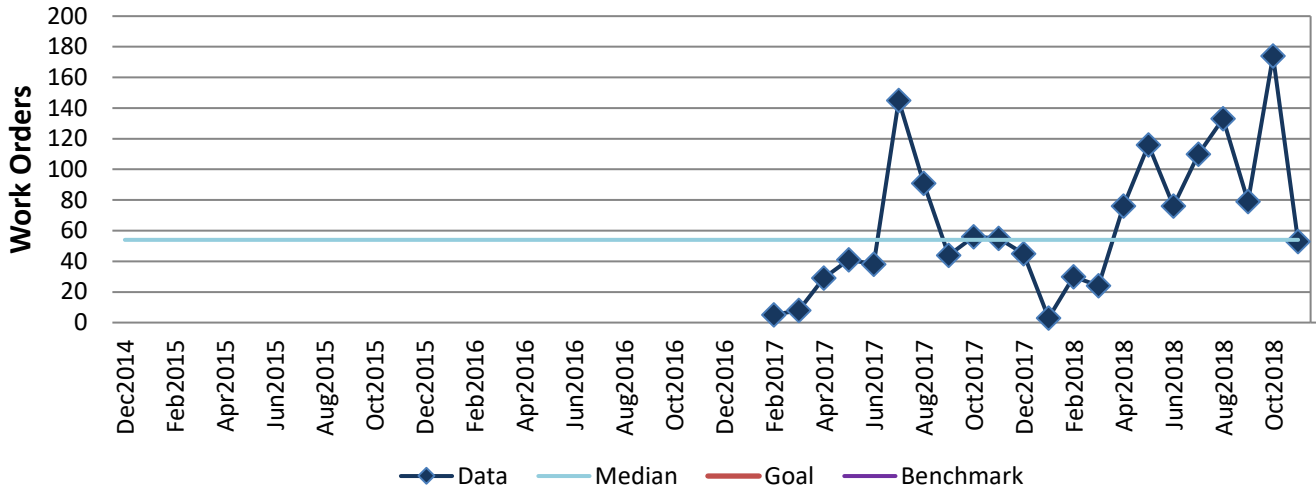
Process: Property Maintenance

| Baseline, Goal, & Benchmark                  | Source Summary   | Continuous Improvement Summary  |
|--|--|---|
| Baseline: TBD<br>Goal: TBD<br>Benchmark: N/A | Data Source: Hansen<br>Goal Source: N/A<br>Benchmark Source: N/A | Plan-Do-Check-Act Step is Unclear<br>Measurement Method: The total number of Graffiti Work Orders that are resolved<br>Why Measure: Quantify the workload<br>Next Improvement Step: |

## How Are We Doing?

| Dec2017-Nov2018<br>12 Month Goal | Dec2017-Nov2018<br>12 Month Actual |   | Nov2018 Goal       | Nov2018 Actual     |   |
|----------------------------------|------------------------------------|---|--------------------|--------------------|---|
| <b>N/A</b>                       | <b>919</b>                         | ⬇ | <b>N/A</b>         | <b>53</b>          | ⬆ |
| <b>Work Orders</b>               | <b>Work Orders</b>                 |   | <b>Work Orders</b> | <b>Work Orders</b> |   |

## Graffiti Work Orders Resolved



## Dec2017-Nov2018 Pareto Analysis

