

# % Single Family Permits Issued After 4 Days Develop Louisville



KPI Owner: William Schreck

Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 14.28% (Dec 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 14.28% to 13.57% (5% decrease)  Benchmark: TBD	Data Source: Hansen  Goal Source: Construction Rev. Mgr.  Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of Single Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 4 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Develop Louisville will analyze reasons for extended review periods and review to determine if goal is appropriate

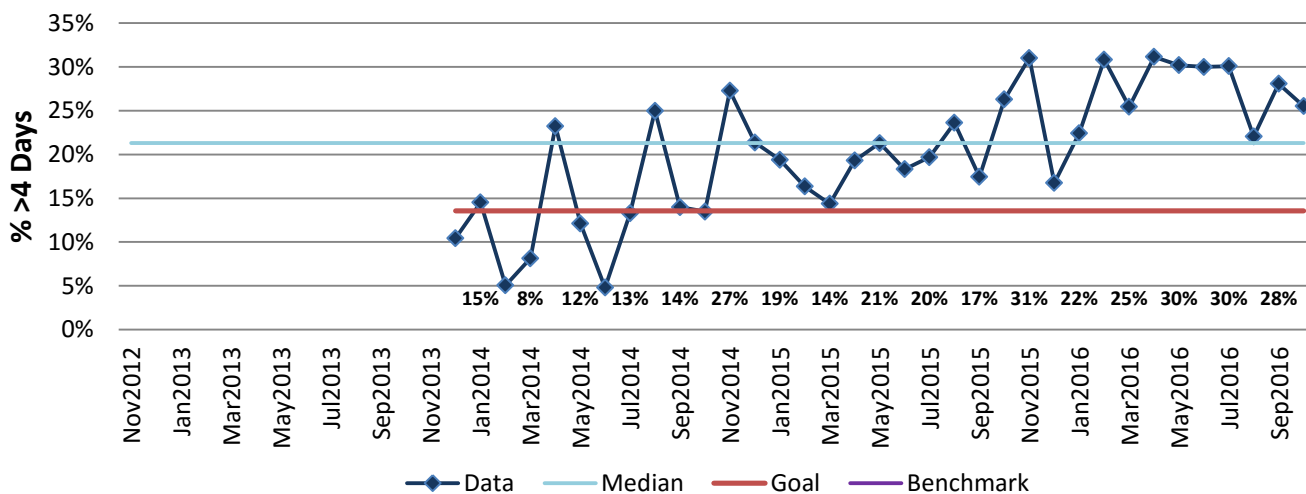
### How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Actual		Oct2016 Goal	Oct2016 Actual	
<b>13.57%</b>	<b>26.97%</b>	🚦	<b>13.57%</b>	<b>25.52%</b>	🚦
% >4 Days	% >4 Days		% >4 Days	% >4 Days	

## % Single Family Permits Issued After 4 Days



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.**