

% Commercial Permits Issued After 15 Days Develop Louisville



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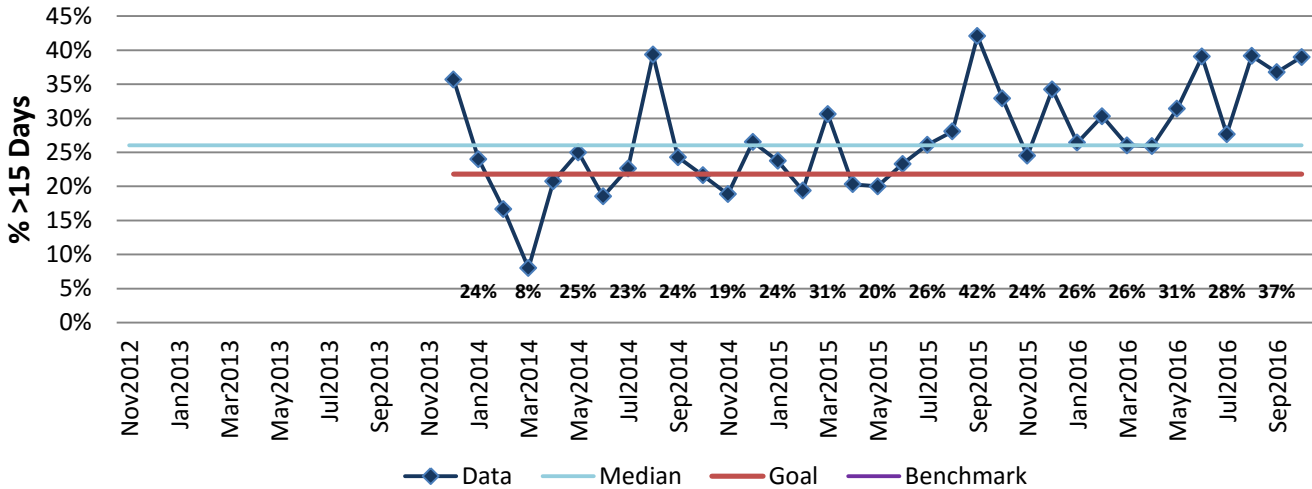
Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 22.95% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 22.95% to 21.80% (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 Commercial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 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	
21.80%	31.70%	🚦	21.80%	38.99%	🚦
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

% Commercial Permits Issued After 15 Days



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.