

% of Rezoning Plan Review Opportunities with Missed Deadlines Develop Louisville



KPI Owner: Emily Liu

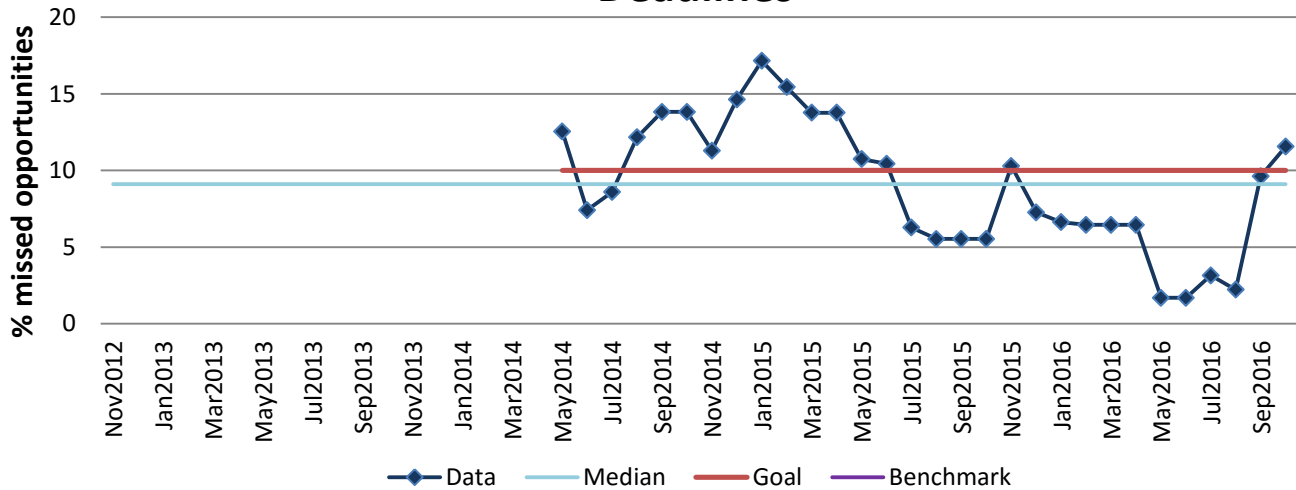
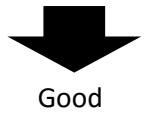
Process: Rezoning Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Missed deadlines on less than 10% of review opportunities Benchmark: 10% Error Rate	Data Source: Rezoning Timeline Spreadsheet Goal Source: Scope Summary Benchmark Source: Rezoning Timeline Spreadsheet	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Six month moving average of the percent of rezoning plan review opportunities with missed deadlines Why Measure: To monitor staff performance standards for rezoning cases Next Improvement Step: Track and monitor staff performance standards for all Planning case types

How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Avg		Oct2016 Goal	Oct2016 Actual	
10	6		10	12	
% missed opportunities	% missed opportunities		% missed opportunities	% missed opportunities	

% of Rezoning Plan Review Opportunities with Missed Deadlines



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.