

Work Orders Open More than 30 Days Codes & Regulations



KPI Owner: Darrell Coomer

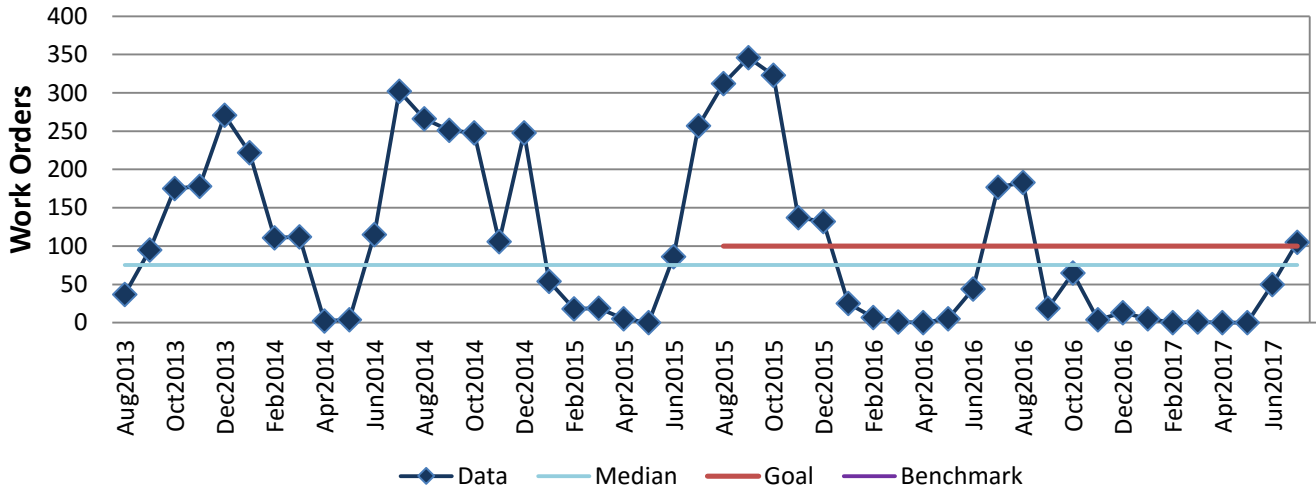
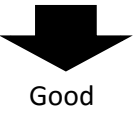
Process: Property Maintenance

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|--|--|
| Baseline: 108 Cases per month Goal: Do not exceed more than 100 work orders open more than 30 days in any month in CY 16. Benchmark: 0 open more than 30 days | Data Source: Hansen Goal Source: Dept Leadership Team Benchmark Source: C&R Best Performance | Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of work orders open for more than 30 days Why Measure: Helps to quantify efficiency of response for vacant lots. Next Improvement Step: Develop improved scheduling process. |

How Are We Doing?

| Aug2016-Jul2017 12 Month Goal | Aug2016-Jul2017 12 Month Average | | Jul2017 Goal | Jul2017 Actual | |
|----------------------------------|-------------------------------------|--|--------------|----------------|--|
| 100 | 37 | | 100 | 105 | |
| Work Orders | Work Orders | | Work Orders | Work Orders | |

Work Orders Open More than 30 Days



Root cause analysis is not necessary because there is no gap between the goal and current performance.