

Property Maintenance New Cases Codes & Regulations



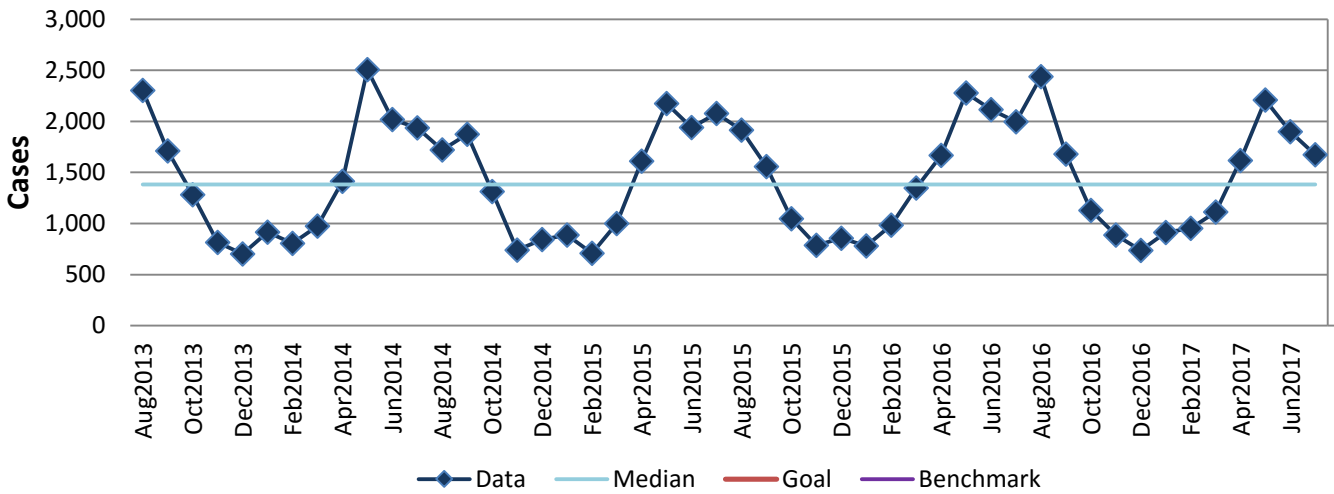
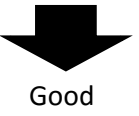
KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: July 2011, 2224 cases opened Goal: N/A- Input Measure Benchmark: N/A	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	N/A - Input Measure Measurement Method: The number of cases opened. Why Measure: To know the monthly qty of new cases needing response. Next Improvement Step: N/A- Input Measure

How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jul2017 Goal	Jul2017 Actual	
N/A	17,245	⬇	N/A	1,673	⬆
Cases	Cases		Cases	Cases	

Property Maintenance New Cases



Root cause analysis is not applicable for an input/demand for service measure.