

Property Maintenance Cases Closed Codes & Regulations



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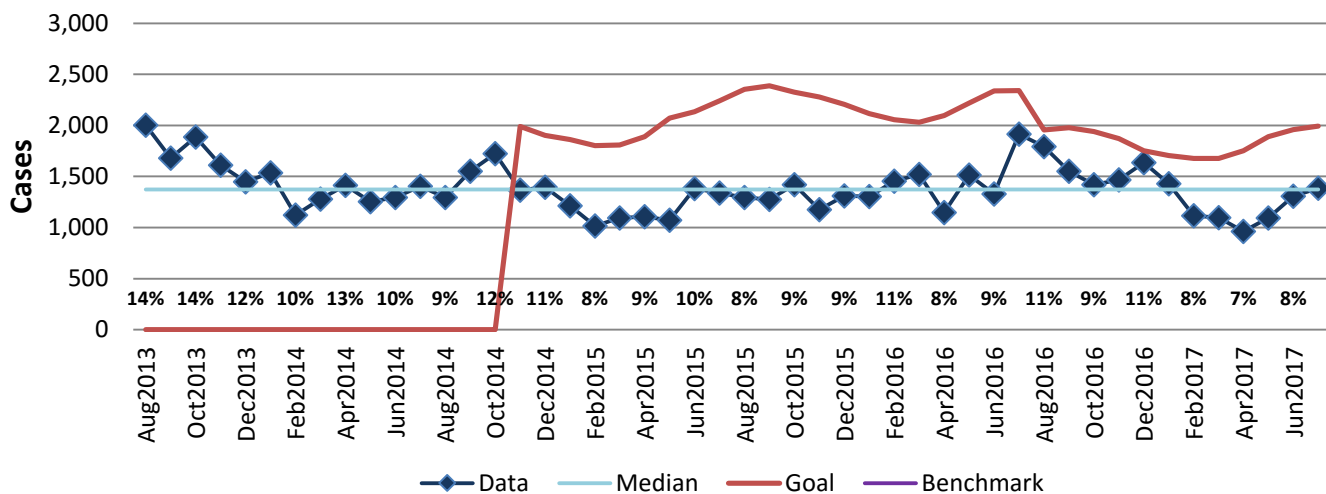
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Closed 12% of cases/month Goal: Close 12% of open Cases Each Month- Revised from 15% in July 2016 Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Measure the number of cases closed by Property Maintenance Inspectors Why Measure: Measure our effectiveness at working with the public to resolve maintenance issues. Next Improvement Step: Short Term- Fill Openings. Focus on promptly reinspectng cases that show compliance in hearings.

How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jul2017 Goal	Jul2017 Actual	
22,150	16,262		1,992	1,387	
Cases	Cases		Cases	Cases	

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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.