

Property Maintenance Re-inspections Over 30 Days Past Due Codes & Regulations



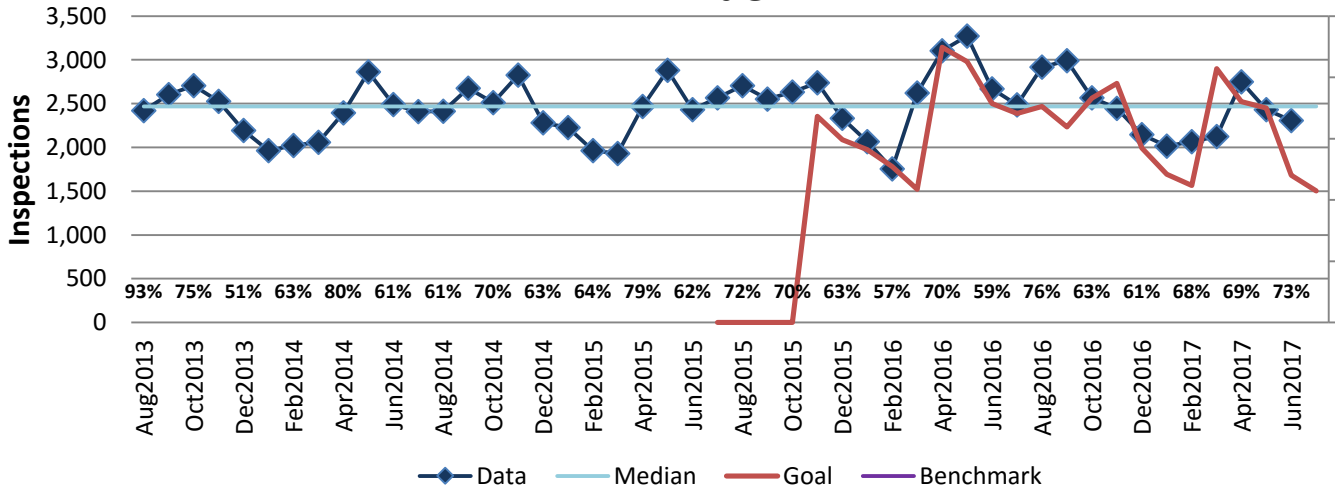
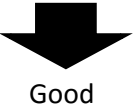
KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 2,459 cases over due each month Goal: 10% Reduction in % inspections over 30 days past due year over year. 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: The number of inspections that are not completed within 30 days of the re-inspection date Why Measure: Measure our ability to followup on maintenance problems. Next Improvement Step: Fill openings, evaluate and target inspections by area.

How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jun2017 Goal	Jun2017 Actual	
26,301	26,759	⚡	1,681	2,306	🚦
Inspections	Inspections		Inspections	Inspections	

Property Maintenance Re-inspections Over 30 Days Past Due



Aug2016-Jul2017 Inspection Analysis

