

Specialty Permit Citations Collections Codes & Regulations



KPI Owner: T. Watkins

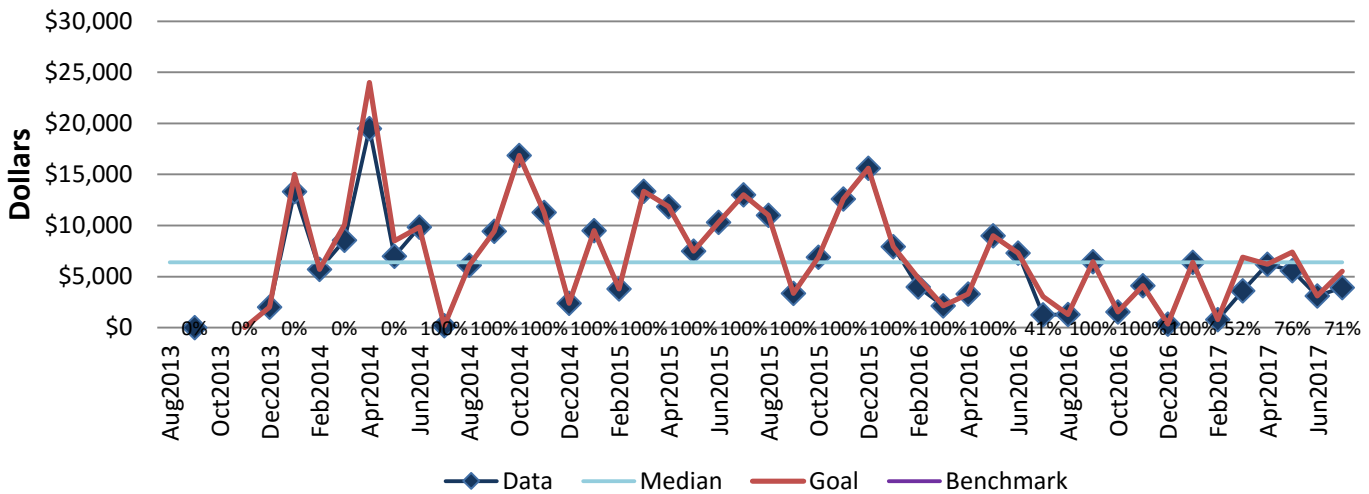
Process: ABC Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 100% Collection Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The amount of income collected divided by the amount assessed from specialty permit violations. Why Measure: Quantify the amount of fines and fees assessed and paid Next Improvement Step: Continue collections efforts

How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jul2017 Goal	Jul2017 Actual	
\$50,075	\$43,364	🚦	\$5,525	\$3,914	🚦
100%	87%		100%	71%	

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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.

ABC Location's check bounced and we are awaiting payment before taking further enforcement action.