

% Commercial Permits Issued After 15 Days Codes & Regulations



KPI Owner: Paul Nicholson

Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 17.17% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 17.17% to 16.31% (5% decrease) Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Percent of Single Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Codes and Regulations will analyze reasons for extended review periods and review to determine if goal is appropriate

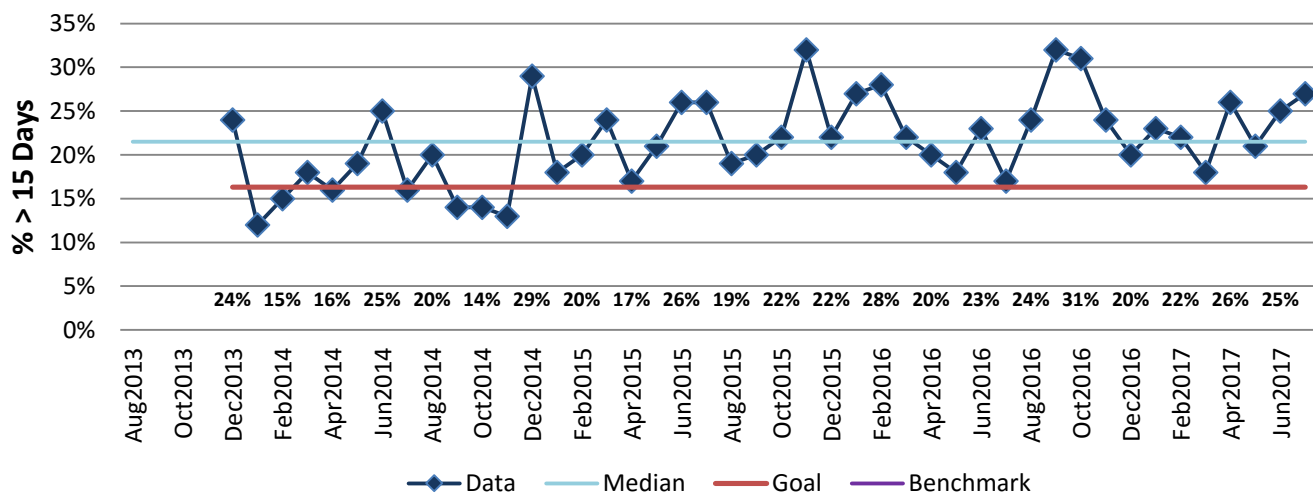
How Are We Doing?

Aug2016-Jul2017 12 Month Goal	Aug2016-Jul2017 12 Month Actual		Jul2017 Goal	Jul2017 Actual	
16.31%	24.42%		16.31%	27.00%	
% > 15 Days	% > 15 Days		% > 15 Days	% > 15 Days	

% Commercial Permits Issued After 15 Days



Good



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.