

# Housing Quality Standards (HQS) No Show Rate Codes & Regulations



KPI Owner: Dennis Martin

Process: Housing Quality Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 13% In July 2013 Goal: Less than 10% of inspections result in a no show. 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 percent of inspections that fail due to the owner/tenant not showing up. Why Measure: Helps to quantify the no show problem and track impact of process changes Next Improvement Step: Identify inspection types that are more likely to have no shows, and look at how scheduling process varies.

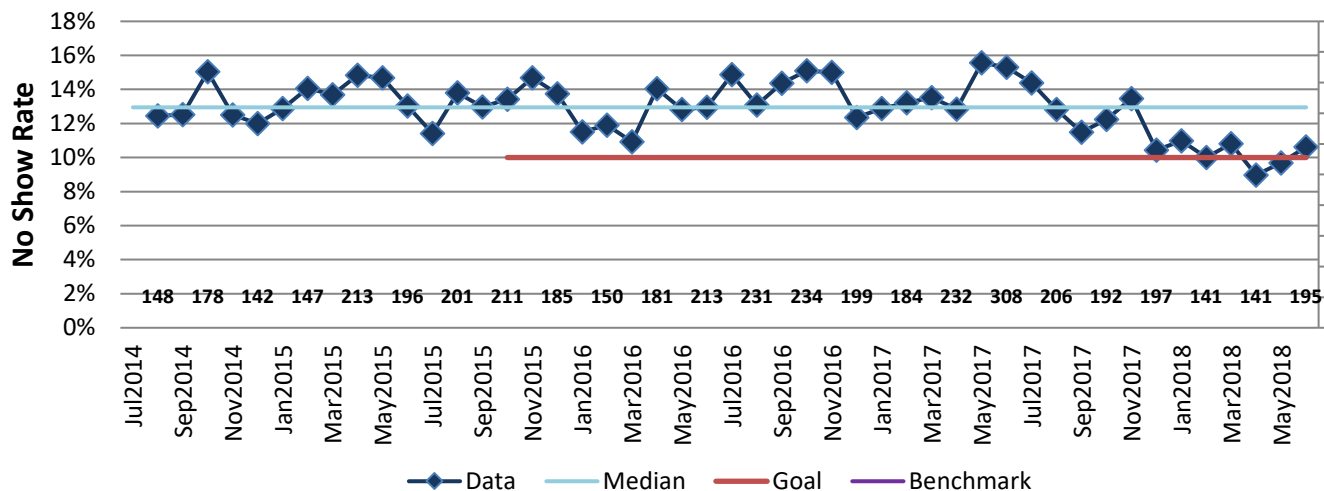
### How Are We Doing?

Jul2017-Jun2018 12 Month Goal	Jul2017-Jun2018 12 Month Actual		Jun2018 Goal	Jun2018 Actual	
<b>10.00%</b>	<b>11.33%</b>	🚦	<b>10.00%</b>	<b>10.63%</b>	🚦
No Show Rate	No Show Rate		No Show Rate	No Show Rate	

## Housing Quality Standards (HQS) No Show Rate



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.**