

Property Maintenance New and Open Cases Codes & Regulations



KPI Owner: Robert Kirchdorfer

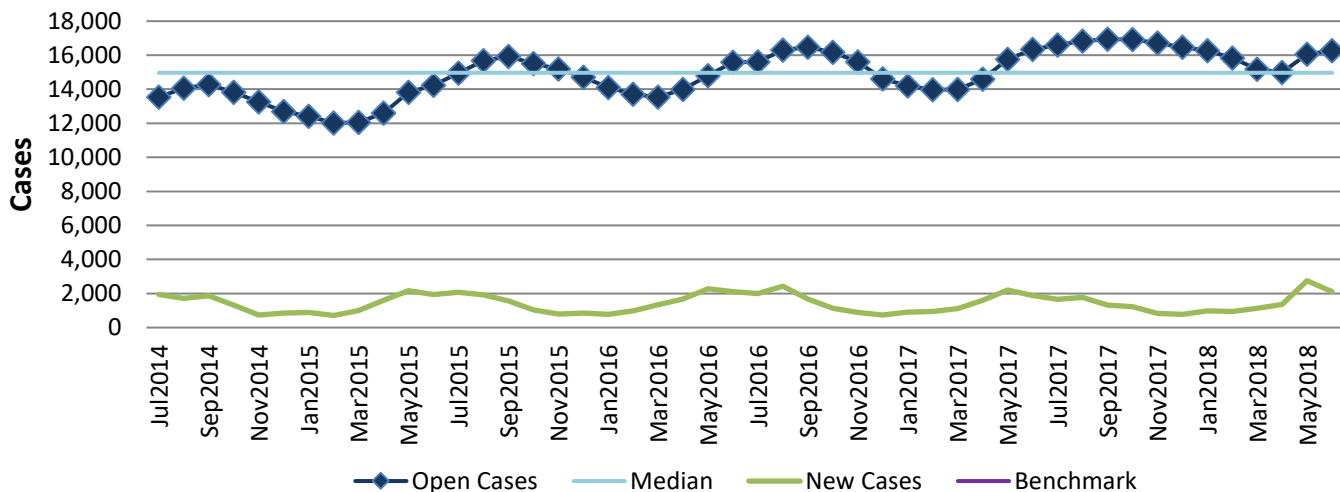
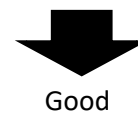
Process: Prpoerty Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 151,862 cases Goal: TBD Benchmark: TBD	Data Source: Hansen Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of property maintenance cases that remain open (violation not resolved) at the end of each month Why Measure: Enforcement helps support community health and safety Next Improvement Step: Generate potential solutions. Currently finishing the Analyze Phase in the Property Maintenance Six Sigma Project.

How Are We Doing?

Jul2017-Jun2018 12 Month Goal	Jul2017-Jun2018 12 Month Average		Jun2018 Goal	Jun2018 Actual	
16,888	16,255	⬇	2,101	16,263	⬆
Cases	Cases		Cases	Cases	

Property Maintenance New and Open Cases



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.