

# Property Maintenance Cases Closed Codes & Regulations



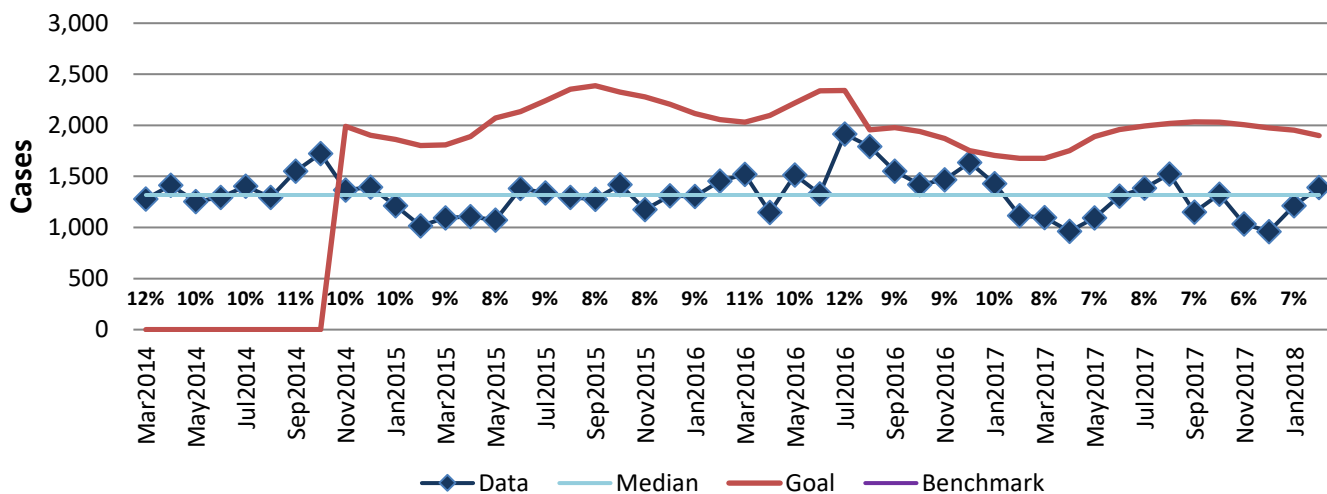
KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin      Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 Closed 12% of cases/month Goal: Close 12% of open Cases Each Month- Revised from 15% in July 2016  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: Measure the number of cases closed by Property Maintenance Inspectors  Why Measure: Measure our effectiveness at working with the public to resolve maintenance issues.  Next Improvement Step: Short Term- Fill Openings. Focus on promptly reinspecting cases that show compliance in hearings.

### How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Actual		Feb2018 Goal	Feb2018 Actual	
<b>23,188</b>	<b>14,454</b>	🚦	<b>1,900</b>	<b>1,392</b>	🚦
Cases	Cases		Cases	Cases	

## Property Maintenance Cases Closed



**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.**