

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.

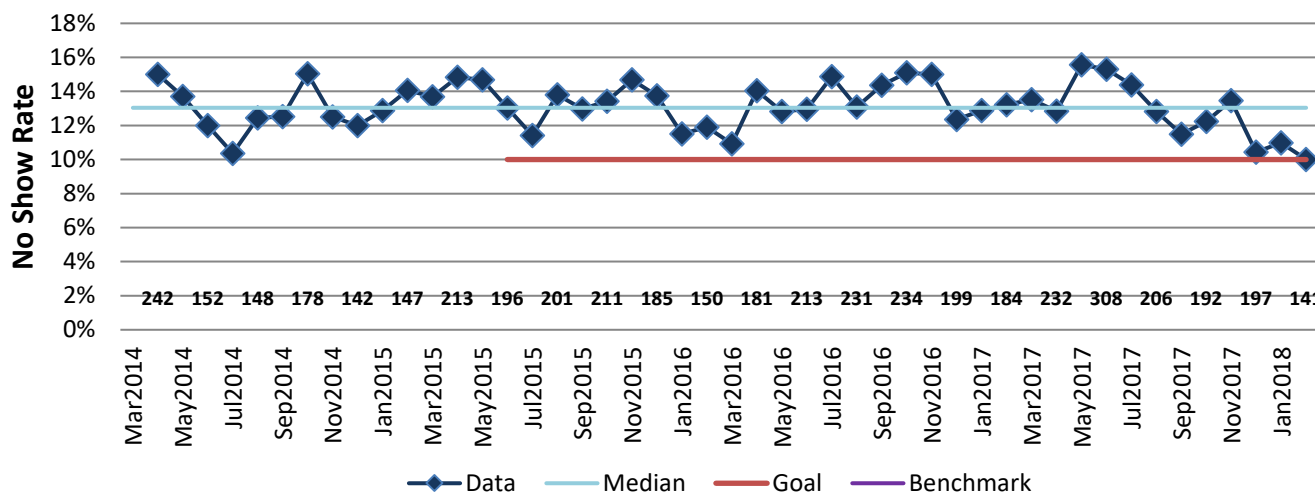
How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Actual		Feb2018 Goal	Feb2018 Actual	
10.00%	12.76%	🚦	10.00%	10.01%	🚦
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.