

# Property Maintenance New and Open Cases Codes & Regulations



KPI Owner: Robert Kirchdorfer

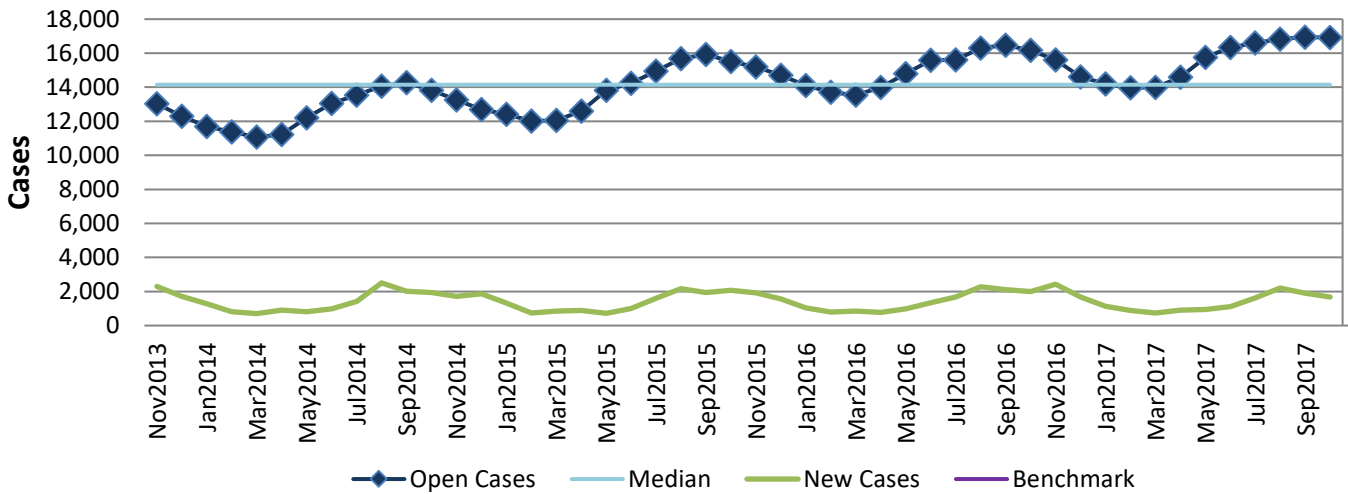
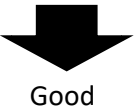
Process: Prpoerty Maintenance

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?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Average		Oct2017 Goal	Oct2017 Actual	
<b>17,245</b>	<b>15,528</b>	⬇	<b>1,673</b>	<b>16,916</b>	⬆
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.**