

Property Maintenance Cases Closed Codes & Regulations



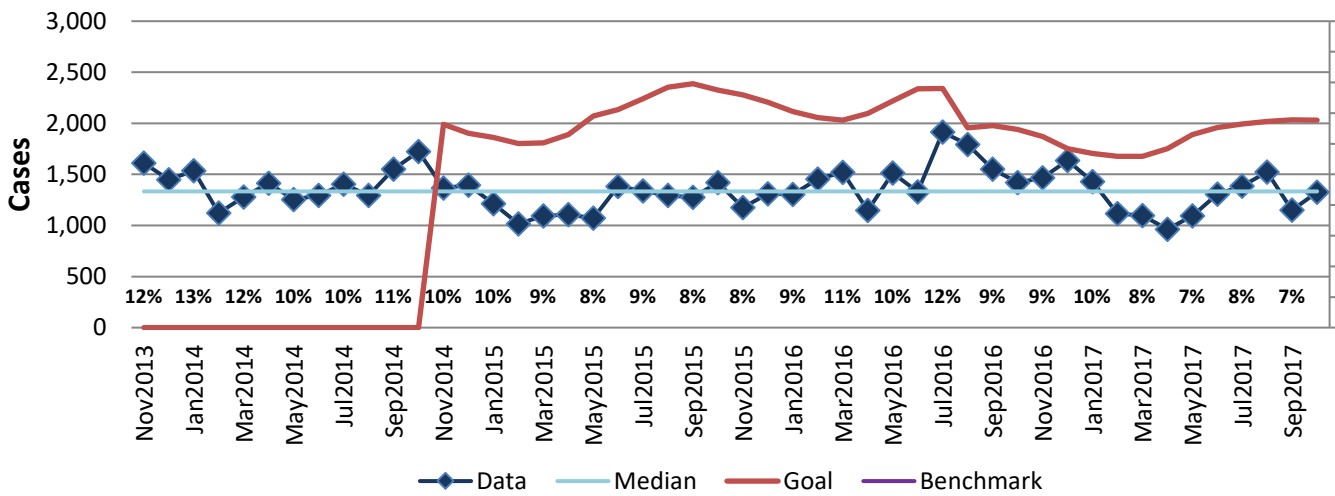
KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin Process: Property Maintenance

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?

Nov2016-Oct2017 12 Month Goal	Nov2016-Oct2017 12 Month Actual		Oct2017 Goal	Oct2017 Actual	
22,360	15,500		2,030	1,326	
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.