

Property Maintenance Cases Closed Codes & Regulations



KPI Owner: Wesley Barbour, Jerimy Austin, Dennis Martin

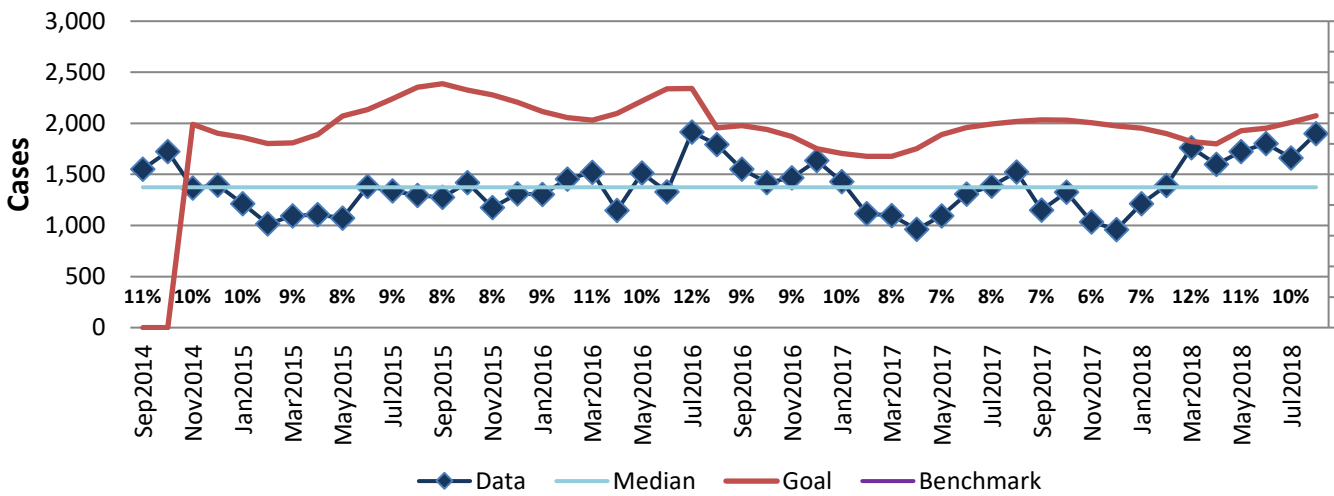
Process: Property Maintenance

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 reinspectng cases that show compliance in hearings.

How Are We Doing?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Actual		Aug2018 Goal	Aug2018 Actual	
23,479	17,526		2,074	1,900	
Cases	Cases		Cases	Cases	

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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.