

Property Maintenance New and Open Cases Codes & Regulations



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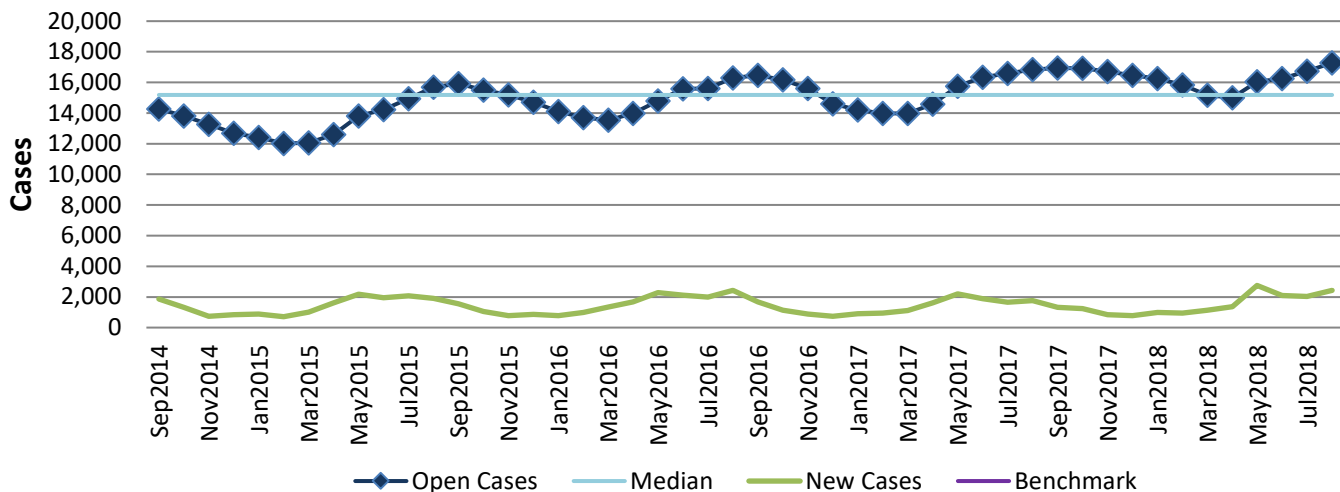
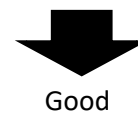
Process: Prpoerty Maintenance

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?

Sep2017-Aug2018 12 Month Goal	Sep2017-Aug2018 12 Month Average		Aug2018 Goal	Aug2018 Actual	
17,908	16,305	⬇	2,419	17,280	⬆
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.