

Licenses Issued Metro Animal Services



KPI Owner: Skip Kalkhof

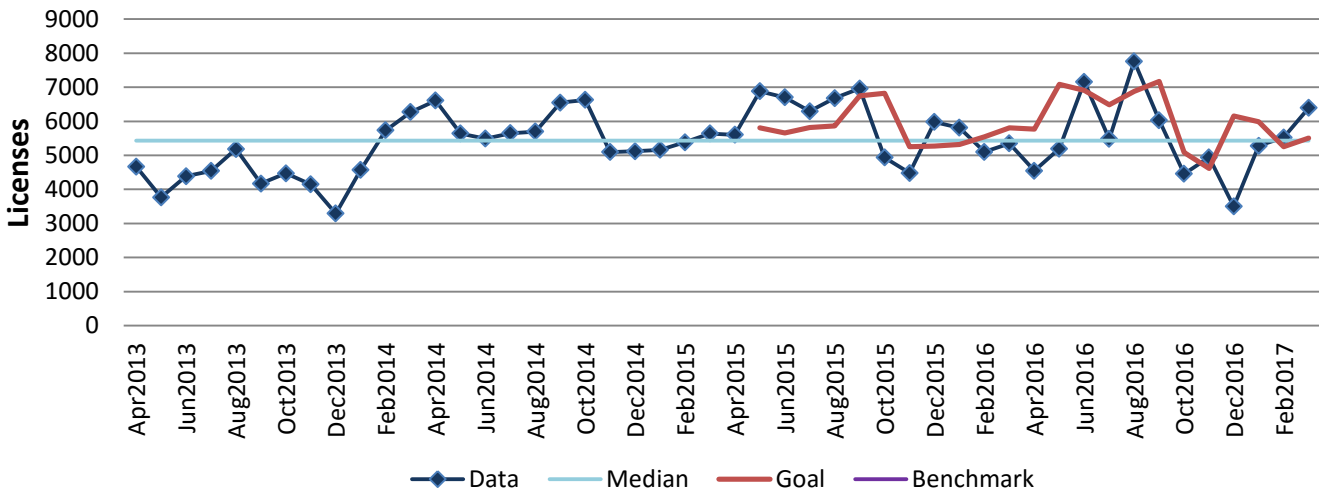
Process: Licensing

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 45K Licenses in CY '12 Goal: 3% increase from previous year's month. Benchmark: TBD	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The number of licenses issued by Metro Animal Services each month Why Measure: Measures a core process, licensing of animals Next Improvement Step: Engaging with Vets to be more efficient. Changed mailing process April 1 '15 to be more efficient and effective.

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
72,913	66,279		5,509	6,395	
Licenses	Licenses		Licenses	Licenses	

Licenses Issued



Apr2016-Mar2017 Pareto Analysis

