

Licenses Issued Metro Animal Services



KPI Owner: Skip Kalkhof

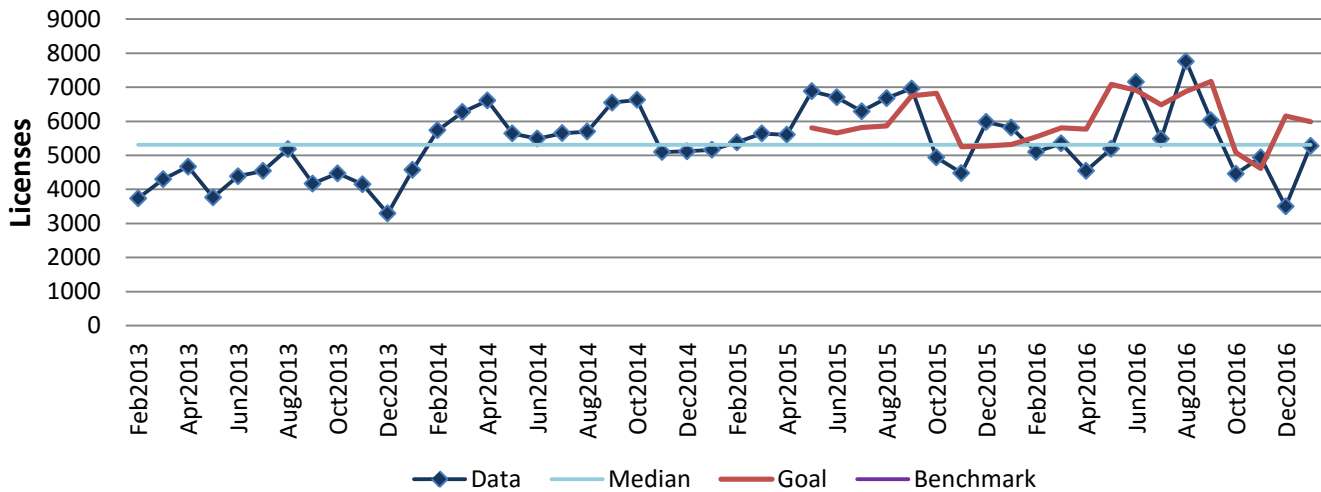
Process: Licensing

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 5: Pilot short term and/or long term solutions 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?

Feb2016-Jan2017 12 Month Goal	Feb2016-Jan2017 12 Month Actual		Jan2017 Goal	Jan2017 Actual	
73,505	64,810		5,984	5,280	
Licenses	Licenses		Licenses	Licenses	

Licenses Issued



Feb2016-Jan2017 Pareto Analysis

