

Licensed Issued Metro Animal Services



KPI Owner: Skip Kalkhof

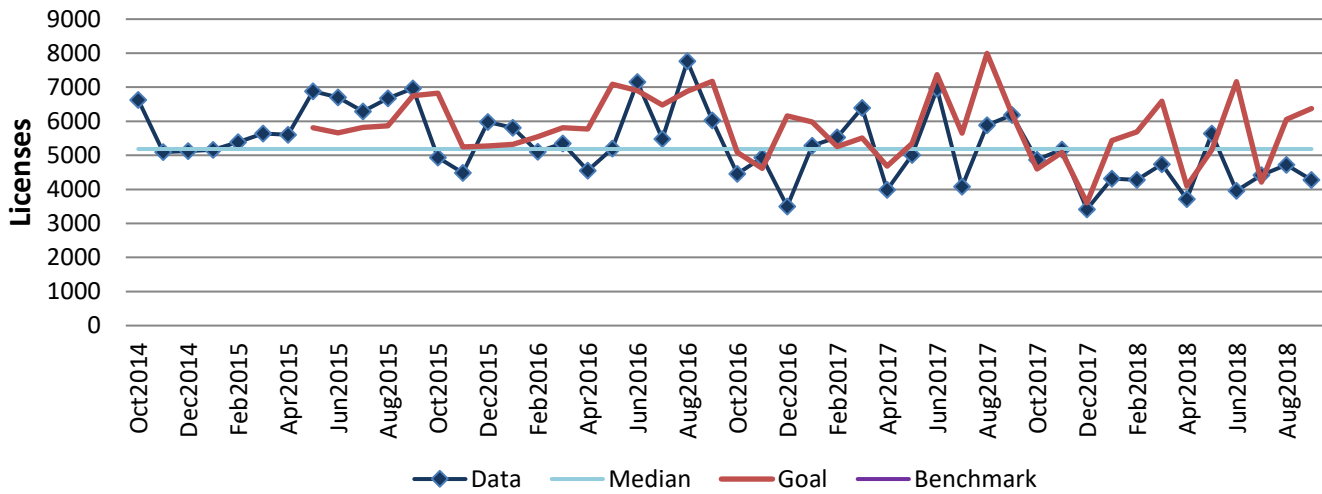
Process: Licensing

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?

Oct2017-Sep2018 12 Month Goal	Oct2017-Sep2018 12 Month Actual		Sep2018 Goal	Sep2018 Actual	
64,069	53,541		6,371	4,282	
Licenses	Licenses		Licenses	Licenses	

Licensed Issued



Oct2017-Sep2018 Pareto Analysis

