

# Work Orders Open More than 30 Days Codes & Regulations



KPI Owner: Darrell Coomer

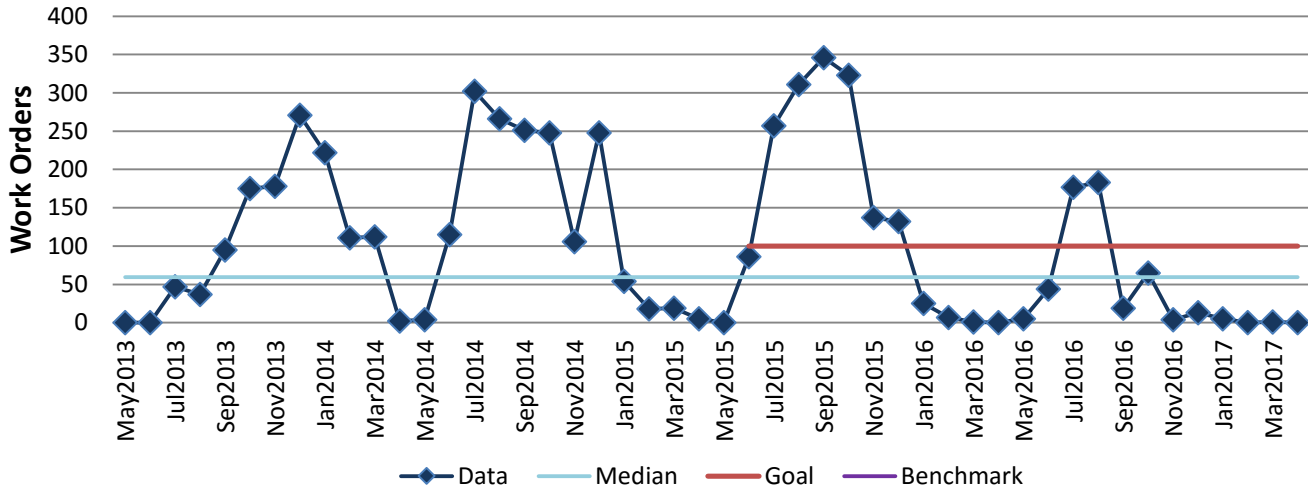
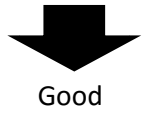
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 108 Cases per month Goal: Do not exceed more than 100 work orders open more than 30 days in any month in CY 16. Benchmark: 0 open more than 30 days	Data Source: Hansen Goal Source: Dept Leadership Team Benchmark Source: C&R Best Performance	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of work orders open for more than 30 days Why Measure: Helps to quantify efficiency of response for vacant lots. Next Improvement Step: Develop improved scheduling process.

### How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Average		Apr2017 Goal	Apr2017 Actual	
<b>100</b>	<b>43</b>		<b>100</b>	<b>0</b>	
Work Orders	Work Orders		Work Orders	Work Orders	

## Work Orders Open More than 30 Days



**Root cause analysis is not necessary because there is no gap between the goal and current performance.**