

HQS No Show Rate Codes & Regulations



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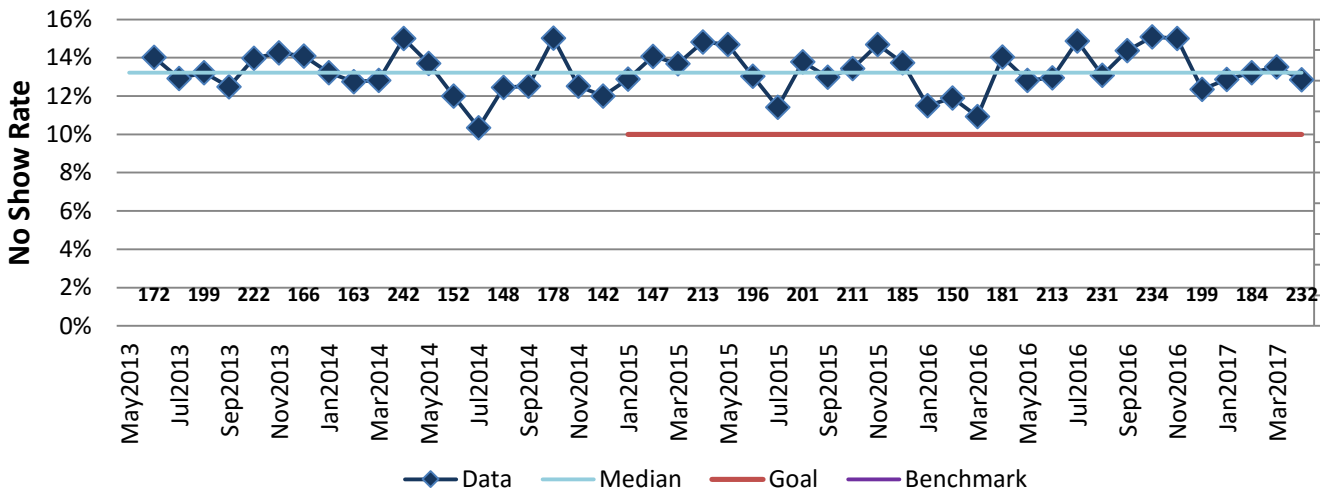
Process: Housing Quality Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 13% In July 2013 Goal: Less than 10% of inspections result in a no show. Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The percent of inspections that fail due to the owner/tenant not showing up. Why Measure: Helps to quantify the no show problem and track impact of process changes Next Improvement Step: Identify inspection types that are more likely to have no shows, and look at how scheduling process varies.

How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
10.00%	13.59%		10.00%	12.85%	
No Show Rate	No Show Rate		No Show Rate	No Show Rate	

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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.