

% of ABC Applications Exceeding 35 Day Process Goal Codes & Regulations



KPI Owner: Jermaine Burks

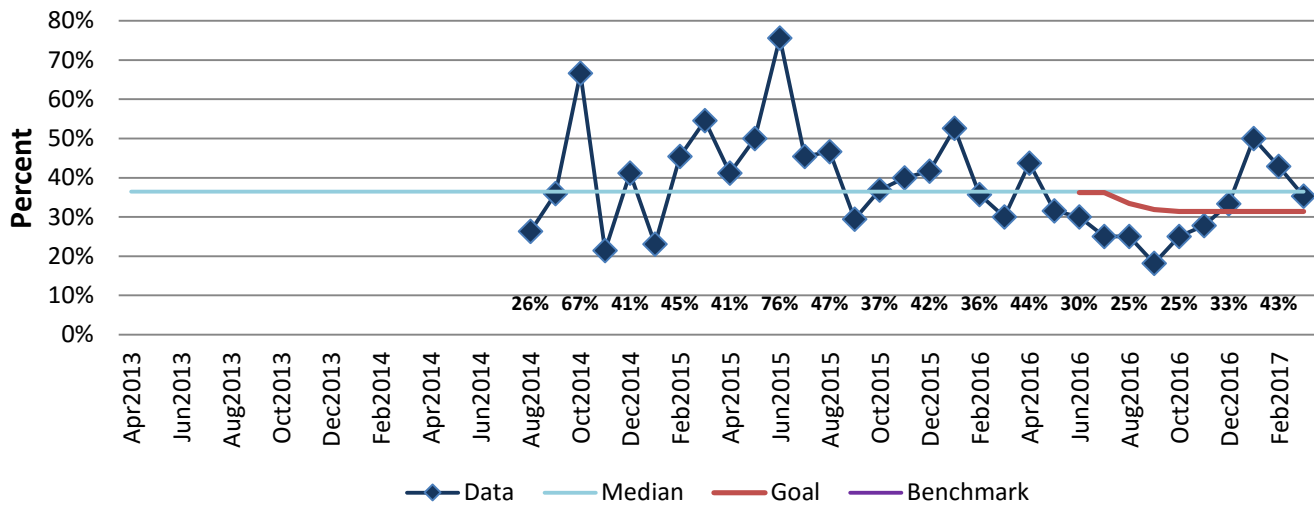
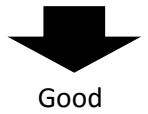
Process: ABC L&P

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 52.33% CY 2015 Goal: 5% Improvement on the median Benchmark: TBD	Data Source: Hansen Goal Source: L&P Supervisor Benchmark Source:	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: This KPI measures the number of ABC applications that exceed 35 days of processing time prior to our approval or preliminary approval. 30 days is required from the date that the applicant runs a newspaper add, leaving 5 days for comment review. Why Measure: To track efforts to decrease the time applications are Next Improvement Step: Continue to prioritize weekly follow-ups with applicants when additional information is needed.

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
32.6%	32.3%		31.4%	35.3%	
Percent	Percent		Percent	Percent	

% of ABC Applications Exceeding 35 Day Process Goal



Mar2017 Pareto Analysis

