

% Single Family Permits Issued After 4 Days Codes & Regulations



KPI Owner: Paul Nicholson

Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 19.08% (Dec 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 19.08% to 18.13% (5% decrease) Benchmark: TBD	Data Source: Hansen Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Percent of Single Family permits issued, by month, with a turnaround time (intake through issuance) of greater than 4 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: Codes and Regulations will analyze reasons for extended review periods and review to determine if goal is appropriate

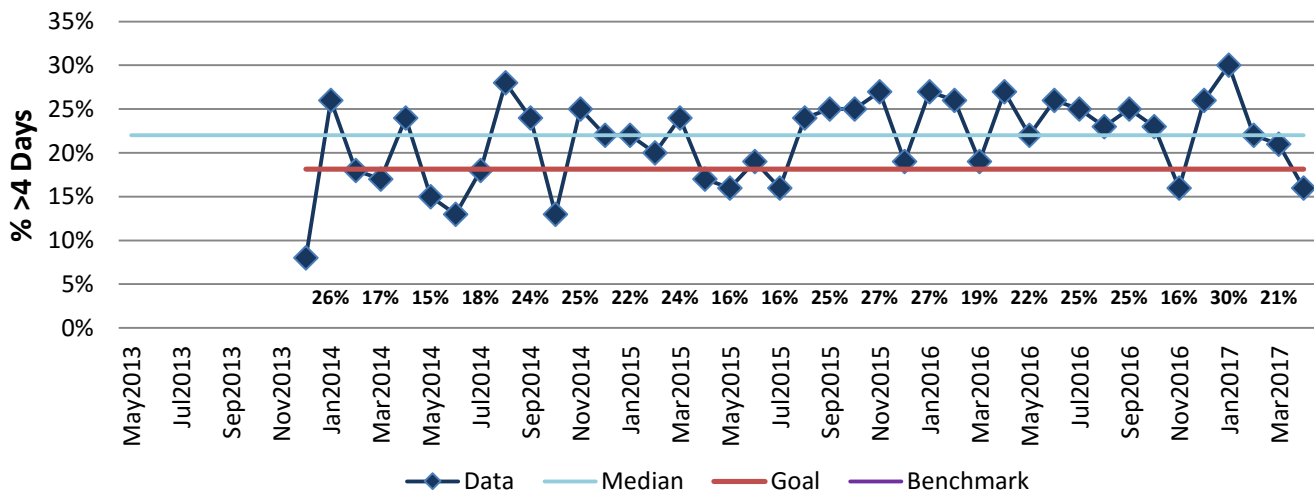
How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
18.13%	22.92%	🚦	18.13%	16.00%	🚦
% >4 Days	% >4 Days		% >4 Days	% >4 Days	

% Single Family Permits Issued After 4 Days



Good



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.