

# % Commercial Permits Issued After 15 Days Codes & Regulations



KPI Owner: Paul Nicholson

Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 17.17% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 17.17% to 16.31% (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 15 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

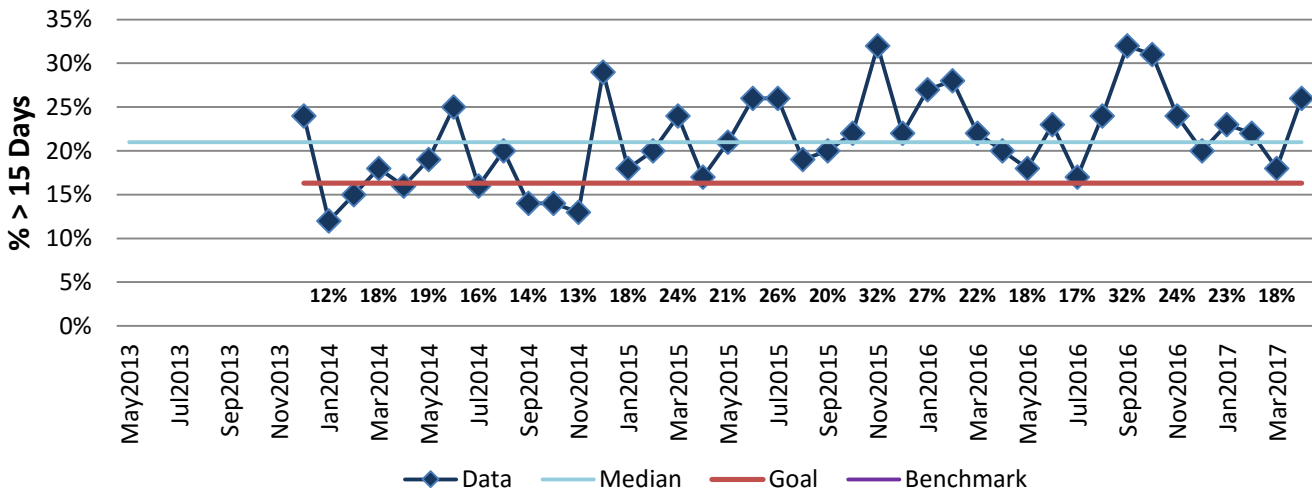
### How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
<b>16.31%</b>	<b>23.17%</b>		<b>16.31%</b>	<b>26.00%</b>	
% > 15 Days	% > 15 Days		% > 15 Days	% > 15 Days	

## % Commercial Permits Issued After 15 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.**