

Property Maintenance Transfer Cases Codes & Regulations



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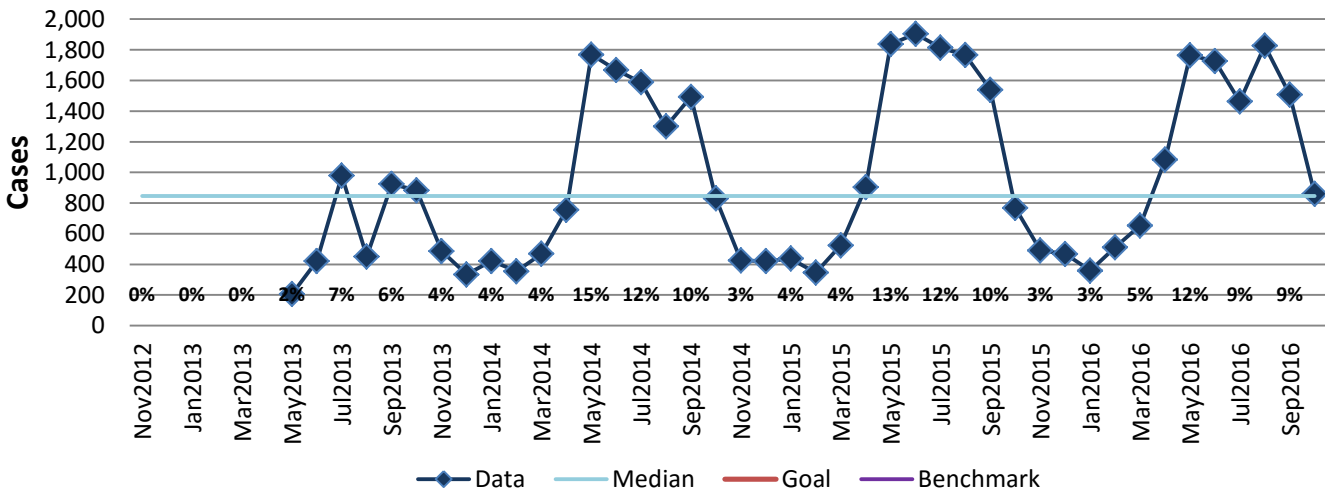
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 2014 803 Transfer Cases Per Month Goal: N/A Input Benchmark: N/A	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The number of transfer cases on already open cases Why Measure: To know the qty of property cases already in process needing reinspection before the inspection due date b/c another citizen called. Next Improvement Step: N/A

How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Actual		Oct2016 Goal	Oct2016 Actual	
N/A	12,711		N/A	860	
Cases	Cases		Cases	Cases	

Property Maintenance Transfer Cases



Root cause analysis is not applicable for an input/demand for service measure.