

Licenses Issued Metro Animal Services



KPI Owner: Daisy Blakeman

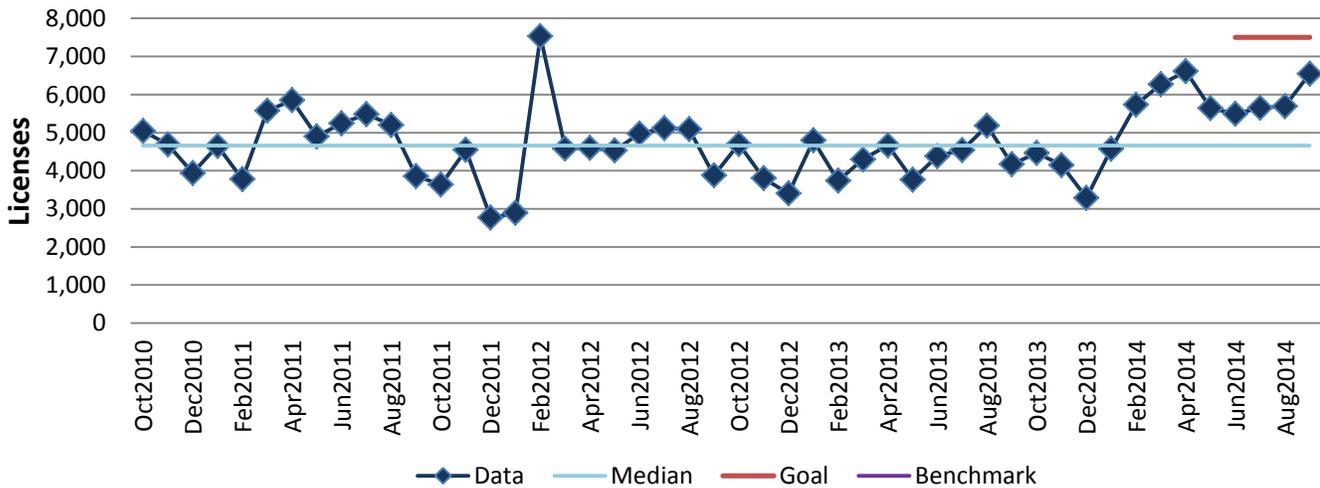
Process: Licensing

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 45K Licenses in CY '12 Goal: Double licenses to 90K between mid summer of 2014 to June 30, 2015 Benchmark: TBD	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The number of licenses issued by Metro Animal Services each month Why Measure: Measures a core process, licensing of animals Next Improvement Step: MAS spent \$30K in funds for marketing in late Spring & Early summer. Engaging with Vets to be more efficient.

How Are We Doing?

Jun2014-Sep2014 4 Month Goal	Jun2014-Sep2014 4 Month Actual		Sep2014 Goal	Sep2014 Actual	
30,000	23,392	🚦	7,500	6,550	🚦
Licenses	Licenses		Licenses	Licenses	

Licenses Issued



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.