

# Maximum Time to Complete Work Orders Metro Parks



KPI Owner: Jason Canuel

Process: Work Order

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD  Benchmark: TBD	Data Source: Parks' Skilled Trade Work Order Log  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: The maximum # of days it takes to complete skilled trades work orders.  Why Measure: To understand current state and set goals for customer service.  Next Improvement Step: Examine data by skilled trade type and set goals.

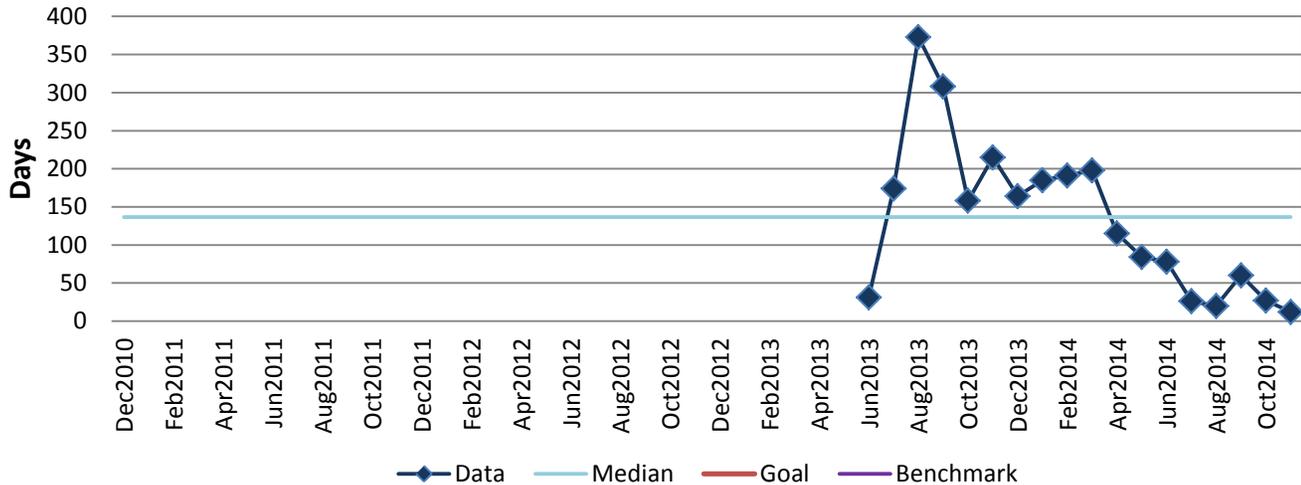
### How Are We Doing?

Dec2013-Nov2014 12 Month Goal	Dec2013-Nov2014 12 Month Actual		Nov2014 Goal	Nov2014 Actual	
<b>TBD</b>	<b>1,160</b>		<b>TBD</b>	<b>12</b>	
Days	Days		Days	Days	

## Maximum Time to Complete Work Orders



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.**