

911 Calls Not Compliant with Standard Operating Procedures EMA/MetroSafe



KPI Owner: Chad Scott

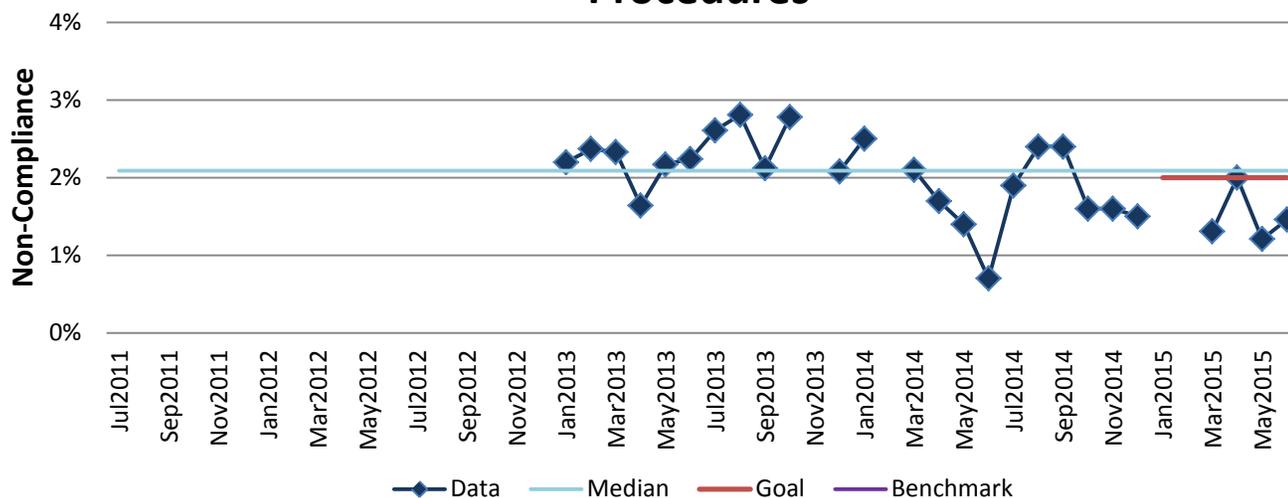
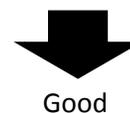
Process: Quality Assurance/Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Reduce the % of 911 calls that are not compliant with SOPs to 2% Benchmark: TBD	Data Source: QA Spreadsheet Goal Source: Dept Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of 911 calls reviewed by Quality Assurance found not compliant with standard operating procedures Why Measure: To ensure quality in the receiving, answering and processing of 911 calls Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Average		Jun2015 Goal	Jun2015 Actual	
2%	1.74%		2%	1.46%	
Non-Compliance	Non-Compliance		Non-Compliance	Non-Compliance	

911 Calls Not Compliant with Standard Operating Procedures



Root cause analysis is not necessary because there is no gap between the goal and current performance.