

Work Orders Open More than 30 Days Codes & Regulations



KPI Owner: Darrell Coomer

Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 108 Cases per month open more than 30 days Goal: Average under 30 Days from work order creation to close Benchmark: TBD	Data Source: Hansen Goal Source: Department Leadership Team Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The number of service requests open for more than 30 days Why Measure: Helps to quantify efficiency of response for vacant lots. Next Improvement Step: TBD

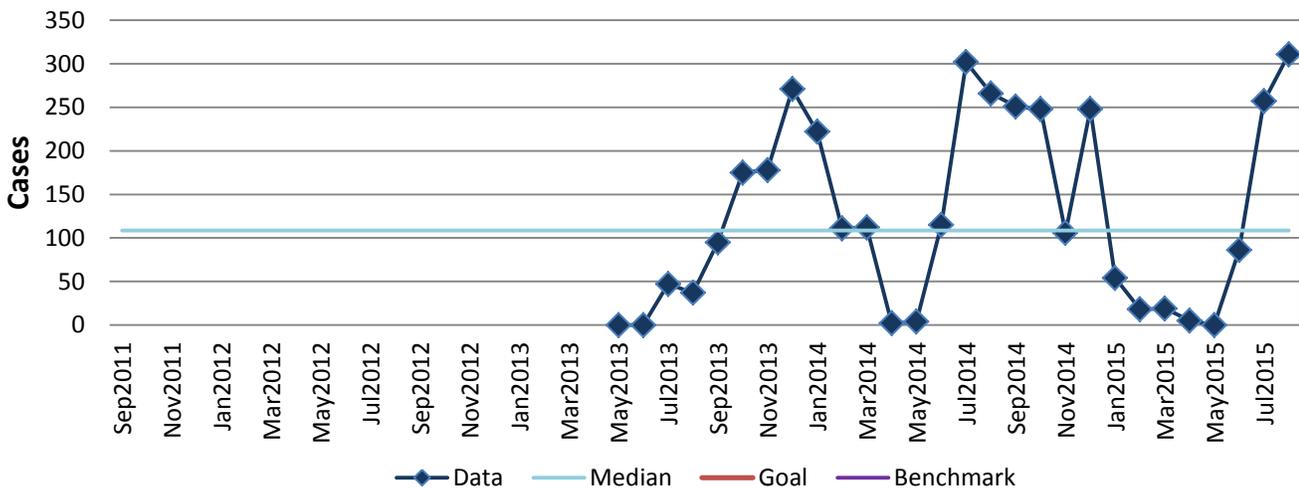
How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Average		Aug2015 Goal	Aug2015 Actual	
TBD	134		TBD	311	
Cases	Cases		Cases	Cases	

Work Orders Open More than 30 Days



Good



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