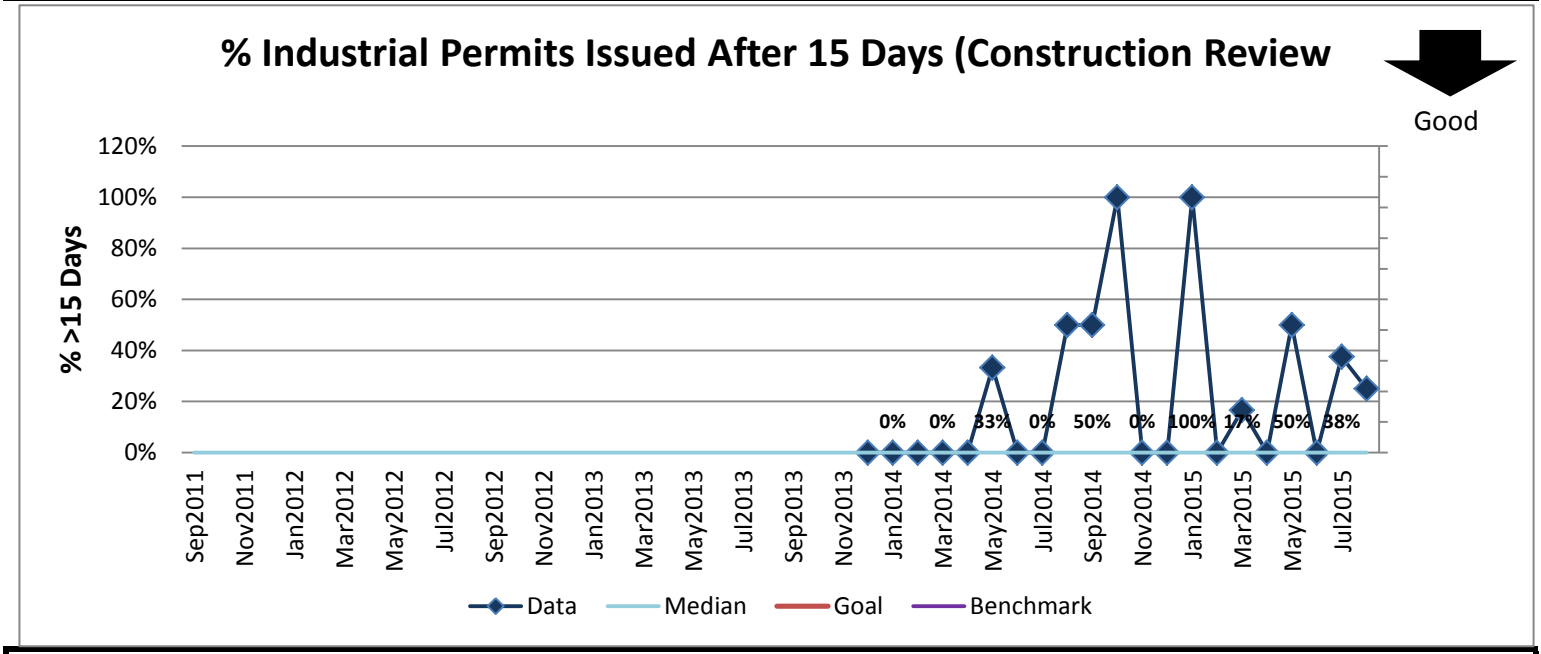
% Industrial Permits Issued After 15 Days (Construction Review
Develop Louisville

KPI Owner: David Marchal **Process: Permit Review**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 53.33% (Dec, 2013 - Nov, 2014) Goal: Baseline recently established after completing one full year as new department; new goal to be determined based on baseline information Benchmark: TBD	Data Source: Hansen Goal Source: N/A Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Percent of Industrial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days Why Measure: Monitor turnaround time relative to customer expectations Next Improvement Step: to determine an appropriate goal for this measurement based on the new baseline

How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
TBD	31.60%		TBD	25.00%	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	



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.