

HQS No Show Rate Codes & Regulations



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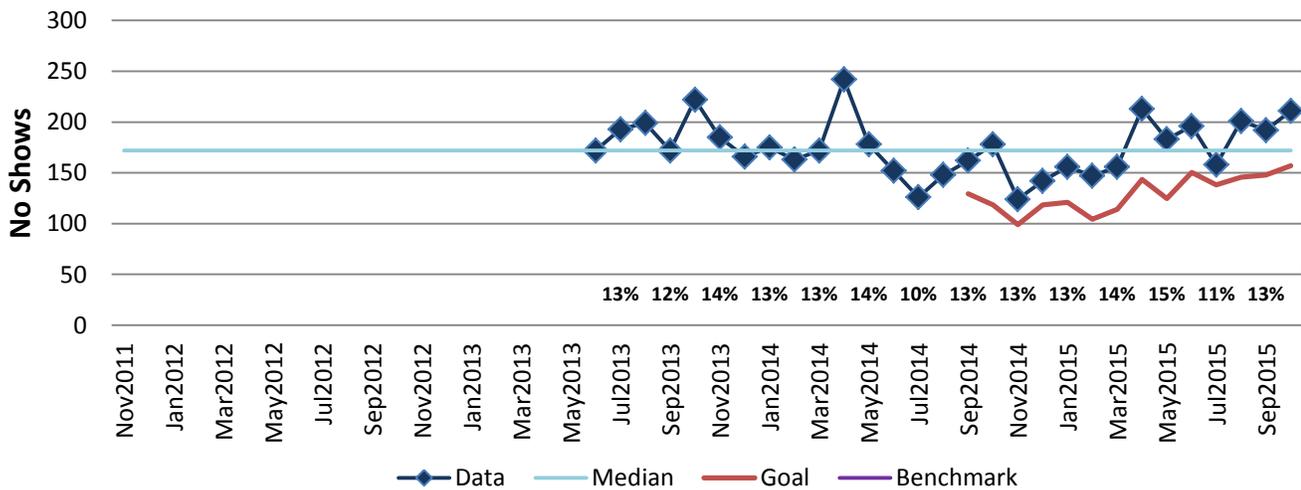
Process: Housing Quality Inspections

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|---|--|
| Baseline: 13% In July 2013 Goal: Less than 10% of inspections result in a no show. Benchmark: TBD | Data Source: Hansen Goal Source: Department Management Team Benchmark Source: TBD | Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The percent of inspections that fail due to the owner/tenant not showing up. Why Measure: Helps to quantify the no show problem and track impact of process changes Next Improvement Step: Identify inspection types that are more likely to have no shows, and look at how scheduling process varies. |

How Are We Doing?

| Nov2014-Oct2015 12 Month Goal | Nov2014-Oct2015 12 Month Actual | | Oct2015 Goal | Oct2015 Actual | |
|----------------------------------|------------------------------------|--|---------------|----------------|--|
| 10.00% | 13.29% | | 10.00% | 13.43% | |
| No Shows | No Shows | | No Shows | No Shows | |

HQS No Show Rate



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.