

# % Multi Family 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: 39.33% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 39.33% to 37.36% (5% decrease)  Benchmark: TBD	Data Source: Hansen  Goal Source: Construction Rev. Mgr  Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes  Measurement Method: Percent of Commerical 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: Develop Louisville will analyze reasons for extended review periods and review to determine if goal is appropriate

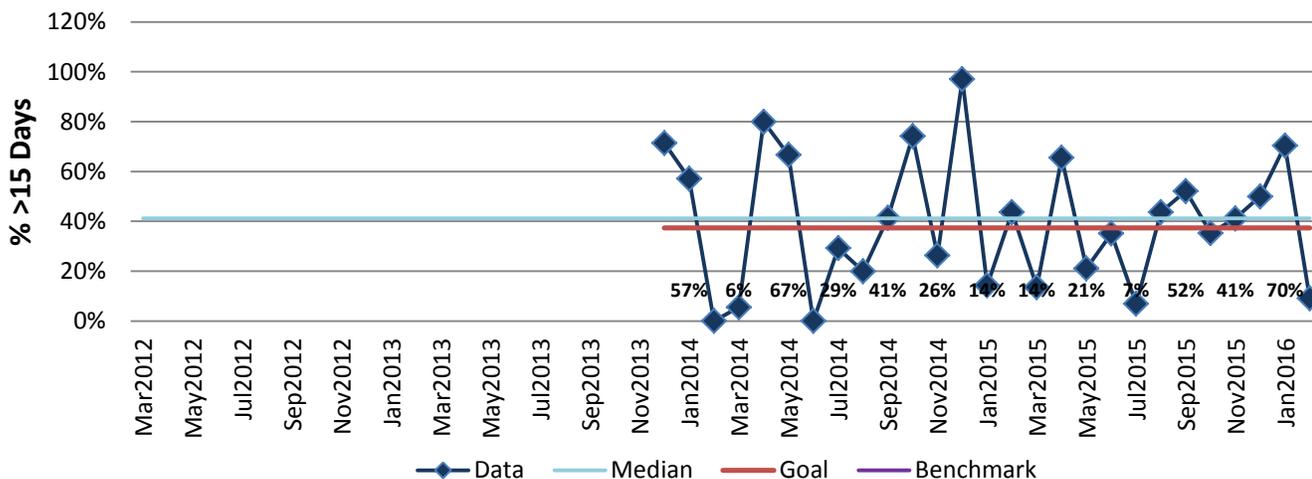
## How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
<b>37.36%</b>	<b>37.02%</b>		<b>37.36%</b>	<b>9.09%</b>	
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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Good



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