Unresolved Complaints
Metro Parks

KPI Owner: Wesley Cox

Baseline, Goal, & Benchmark
Baseline: Avg. CY15 = 15%
Goal: Remain at or below CY15 Average (15%)

Source Summary
Data Source: Hansen, Public Inbox
Goal Source: LouieStat KPI data
Benchmark Source: TBD

Continuous Improvement Summary
Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions
Measurement Method: % Complaints unresolved by the 15th of the following month
Why Measure: Measure impact of Dare to Care program.
Next Improvement Step: Validate data entry and administrative concerns

How Are We Doing?
Aug 2017-July 2018 12 month goal: 15%
Aug 2017-July 2018 12 month actual: 41%
July 2018 Goal: 15%
July 2018 Actual: 12%

Unresolved Complaints

Aug2017-Jul2018 Pareto Analysis

Report Generated: 09/07/2018
Data Expires: 09/11/2018