

Home Inspections Louisville Fire Department



KPI Owner: Lt. Colonel William Bowman

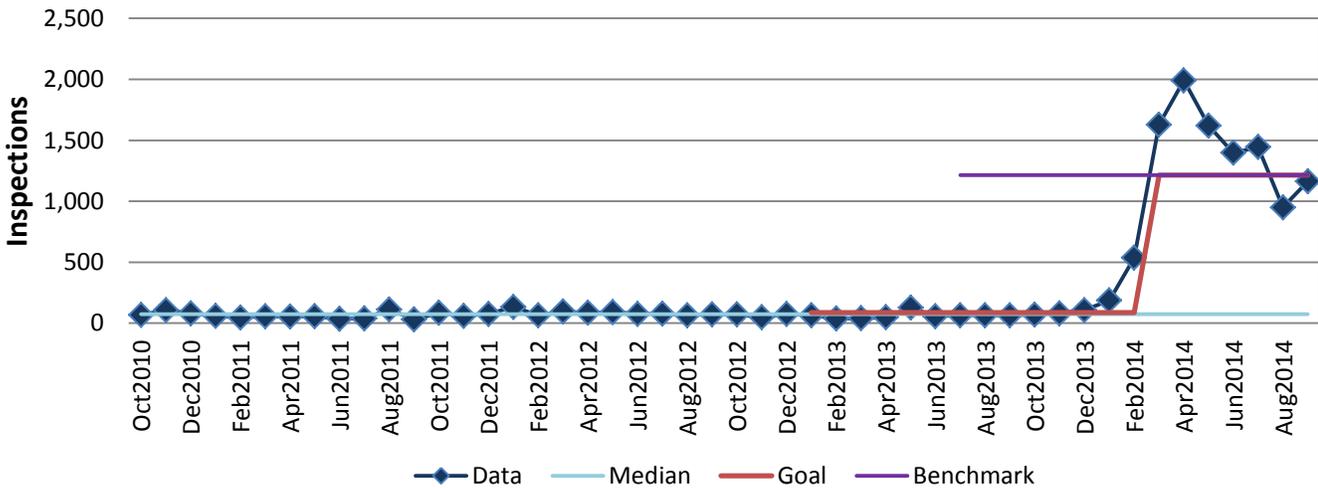
Process: Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 823 home inspections per year Goal: 14,580 home inspections per year (1,215 per month) Benchmark: 14,580 home inspections per year	Data Source: LFD Firehouse Software Goal Source: LFD LouieStat Reports Benchmark Source: LFD Annual Report	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: The # of home inspections completed by fire companies Why Measure: Fire prevention Next Improvement Step: Monitor the implementation of the new policy directing fire company inspections

How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
8,935	11,172		1,215	1,163	
Inspections	Inspections		Inspections	Inspections	

Home Inspections



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.