

Specialty Permit License Inspections Codes & Regulations



KPI Owner: T. Watkins

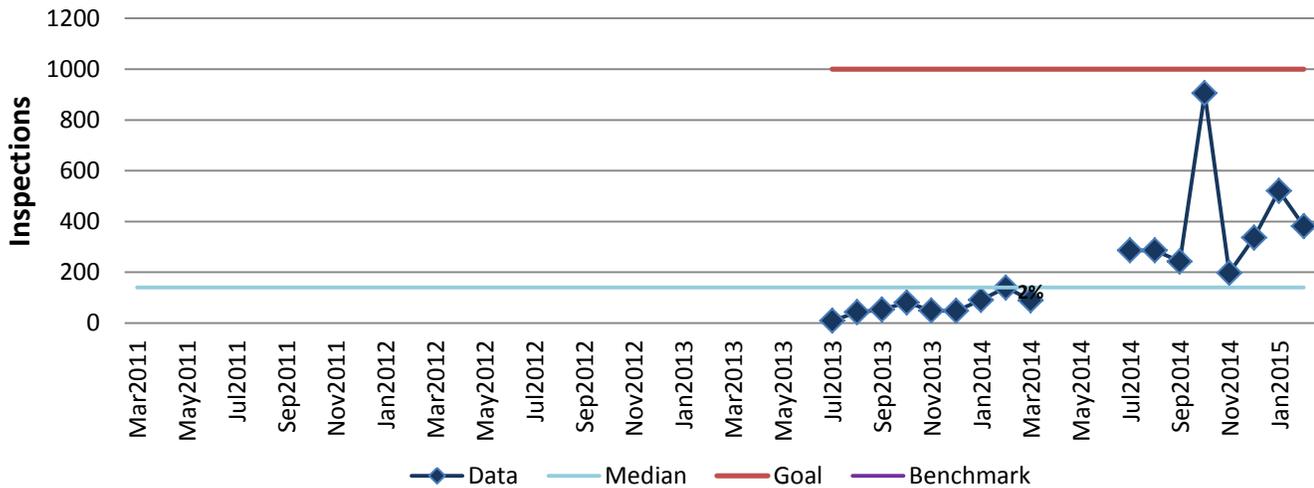
Process: ABC Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 1,000 inspections per month Benchmark: TBD	Data Source: Hansen Goal Source: Dept. Leadership Team Benchmark Source: TBD	Plan-Do-Check-Act Step is unclear Measurement Method: The number of inspections made on properties with ABC and specialty licenses in Louisville Why Measure: Ensure compliance with ABC and specialty licenses Next Improvement Step: Obtain a fully-staffed unit

How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
12,000	3,249		1,000	382	
Inspections	Inspections		Inspections	Inspections	

Specialty Permit License 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.