

# Percent of Rezoning Plan Review Opportunities with Missed Deadlines Develop Louisville



KPI Owner: Emily Liu

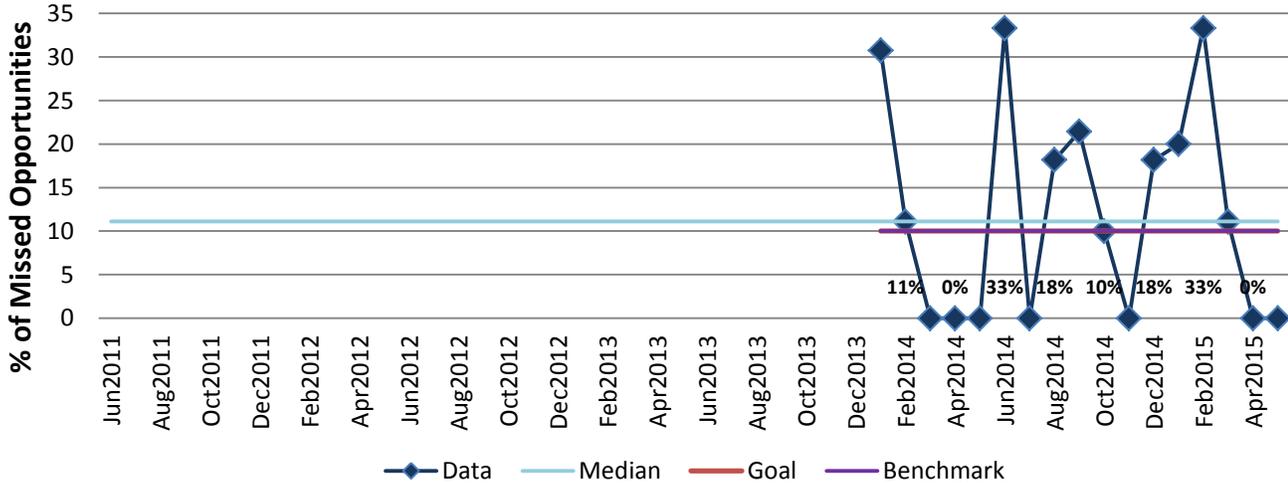
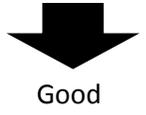
Process: Rezoning Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Missed deadlines on less than 10% of review opportunities Benchmark: 10% Error Rate	Data Source: Rezoning Timeline Spreadsheet Goal Source: Scope Summary Benchmark Source: Rezoning Timeline Spreadsheet	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: The percent of rezoning cases with one or more missed deadline. Why Measure: To monitor staff performance standards for Rezoning cases. Next Improvement Step: Track and monitor staff performance standards for all Planning case types.

## How Are We Doing?

Jun2014-May2015 12 Month Avg Goal	Jun2014-May2015 12 Month Avg		May2015 Goal	May2015 Actual	
<b>10</b>	<b>14</b>		<b>10</b>	<b>0</b>	
% of Missed Opportunities	% of Missed Opportunities		% of Missed Opportunities	% of Missed Opportunities	

## Percent of Rezoning Plan Review Opportunities with Missed Deadlines



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.