

Specialty Permit Inspections Codes & Regulations



KPI Owner: T. Watkins

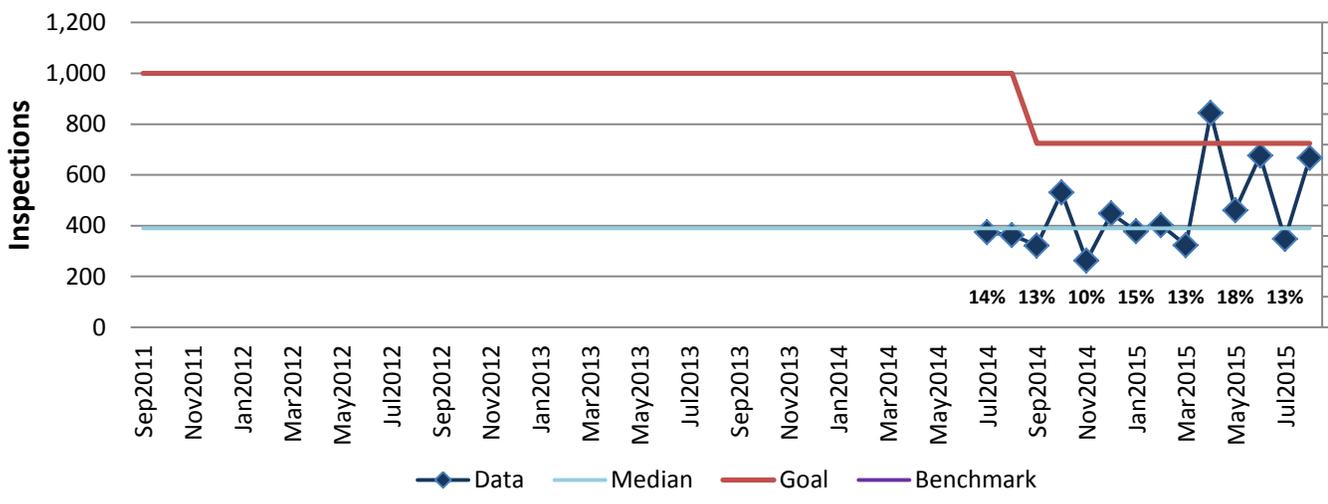
Process: ABC Inspections

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Inspect Cabs and Drivers 3 Times per year, Inspect ABC Locations and Amusement Devices 2 Times a Year, and all other licenses once a year. Benchmark: TBD	Data Source: Hansen Goal Source: Department Management Team Benchmark Source: TBD	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal 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?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
8,700	5,662		725	667	
Inspections	Inspections		Inspections	Inspections	

Specialty Permit 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.