

Return to Owner Metro Animal Services



KPI Owner: Stephanie Moore

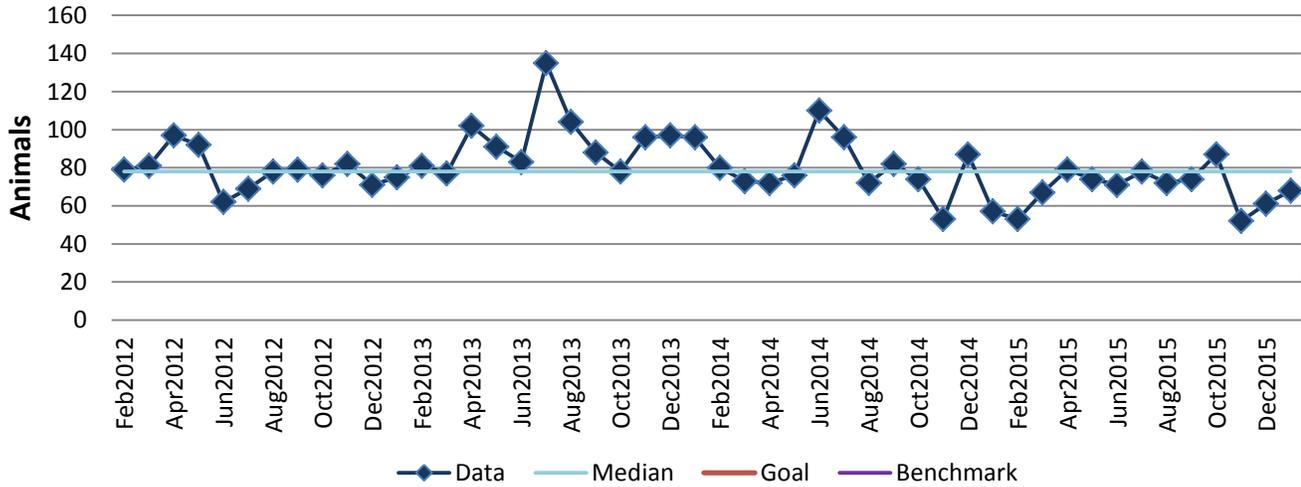
Process: Animal Adoption and Placement

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY11 1,143 Animals, avg. 95/month Goal: Increase the number of animals that are returned to owners. Benchmark: TBD	Data Source: Chameleon Goal Source: Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step is Unclear Measurement Method: Number of animals returned to their owners Why Measure: Positive outcome for animals Next Improvement Step: New tag machine which will help to identify animals

How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
TBD	836		TBD	68	
Animals	Animals		Animals	Animals	

Return to Owner



Feb2015-Jan2016 Pareto Analysis

