

# % Commercial Permits Issued After 15 Days (Multi Agency) Develop Louisville



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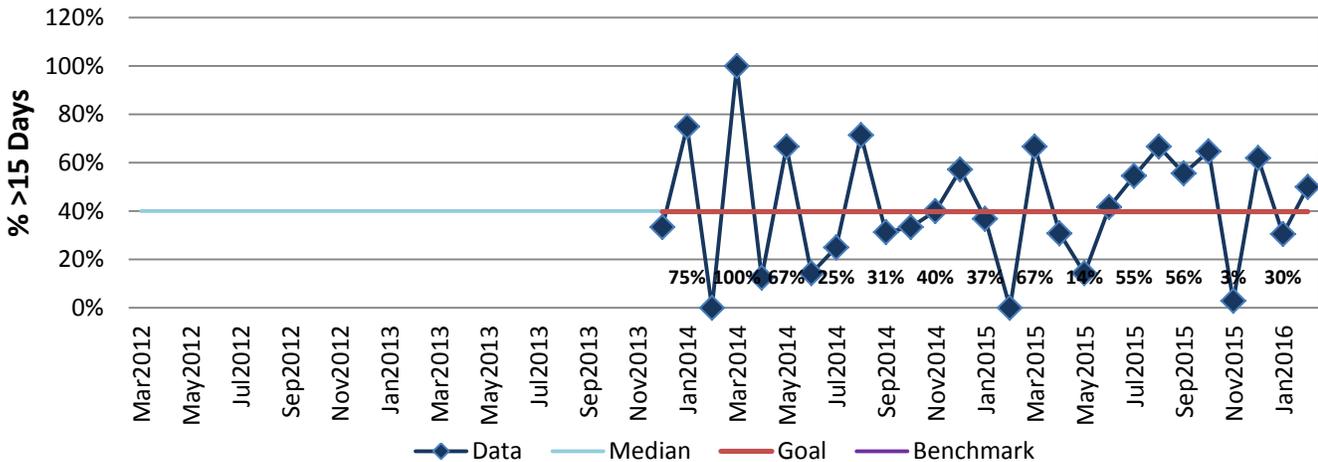
Process: Permit Review

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 41.90% (Dec, 2013 - Nov, 2014) Goal: Reduce defect rate from baseline of 41.90% to 39.81% (5% decrease)  Benchmark: TBD	Data Source: Hansen  Goal Source: Construction Rev. Mgr.  Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes  Measurement Method: Percent of Commercial permits issued, by month, with a turnaround time (intake through issuance) of greater than 15 days  Why Measure: Monitor turnaround time relative to customer expectations  Next Improvement Step: Develop Louisville will analyze reasons for extended review periods and review to determine if goal is appropriate

### How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Feb2016 Goal	Feb2016 Actual	
<b>39.81%</b>	<b>45.00%</b>	🚦	<b>39.81%</b>	<b>50.00%</b>	🚦
% >15 Days	% >15 Days		% >15 Days	% >15 Days	

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**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.**