

# Average Time to Complete Work Orders Metro Parks



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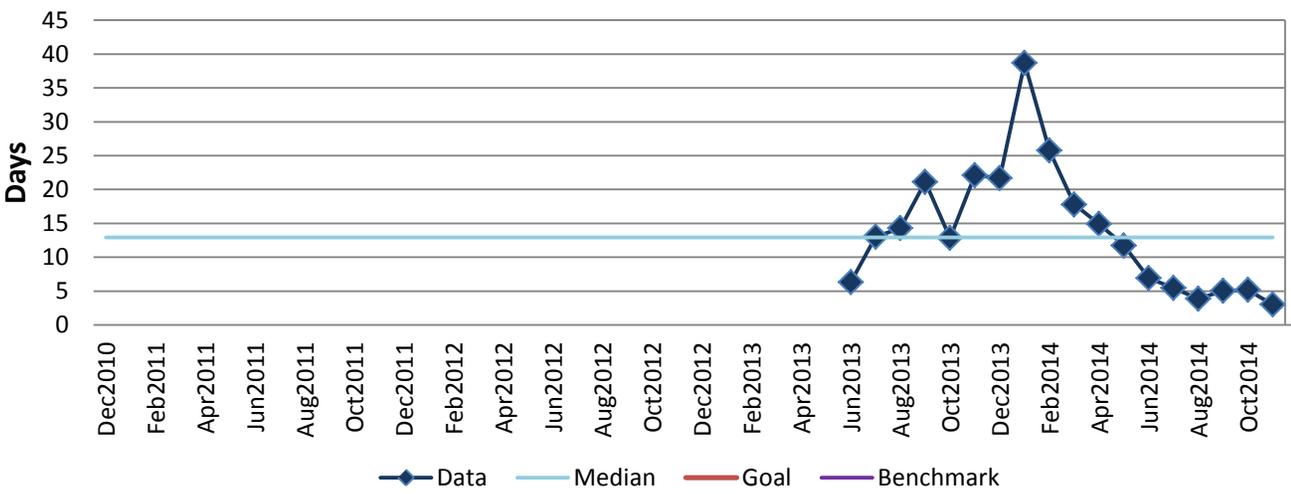
Process: Work Order

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD  Benchmark: TBD	Data Source: Parks' Skilled Trade Work Order Log Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: The average # of days it takes to complete skilled trades work orders by month. Why Measure: To understand current state and set goals for customer service. Next Improvement Step: Examine data by skilled trade type and set goals.

### How Are We Doing?

Dec2013-Nov2014 12 Month Goal	Dec2013-Nov2014 12 Month Actual		Nov2014 Goal	Nov2014 Actual	
<b>TBD</b>	<b>13</b>	⬇	<b>TBD</b>	<b>3</b>	⬆
<b>Days</b>	<b>Days</b>		<b>Days</b>	<b>Days</b>	

## Average Time to Complete Work Orders



**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.**