



HOUSTON HEALTH
DEPARTMENT



CONSUMER HEALTH

food inspection process study

5/13/2014

We are spending to much \$ in overtime!

Identify OT trigger

Allow customer to identify solution

Track established KPIs on the dashboard ****shout out to control****

INITIAL D

How long does it take to complete an inspection?

TIME



What are the key performance indicators?

KPI



What is our current operating capacity?

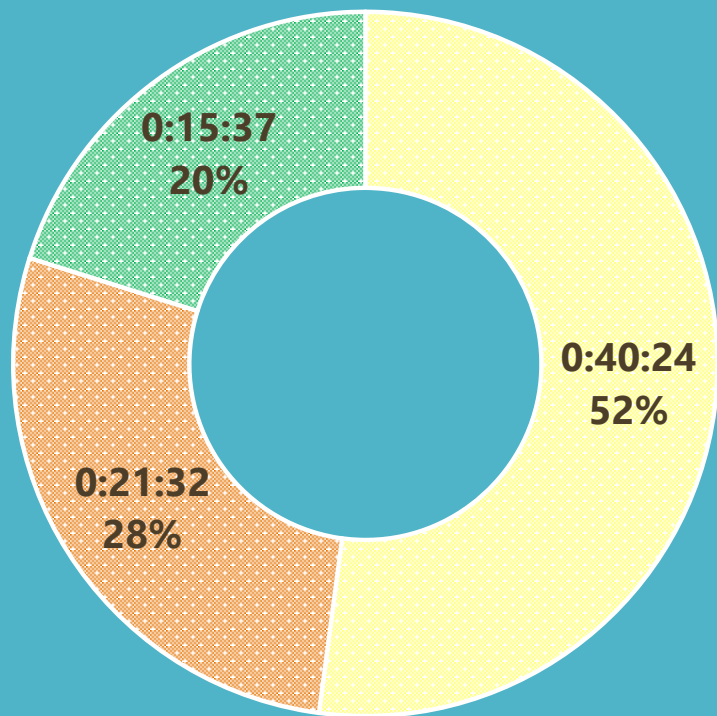
CAPACITY



Is there opportunity for process improvement?

PRO. IMPR.





= 1:17:33 cycle time

■ Inspection ■ Reporting ■ Travel

TIME



hear plan goal

70

KPI



hear plan goal

70



avg fte FY2014

18.67



work months

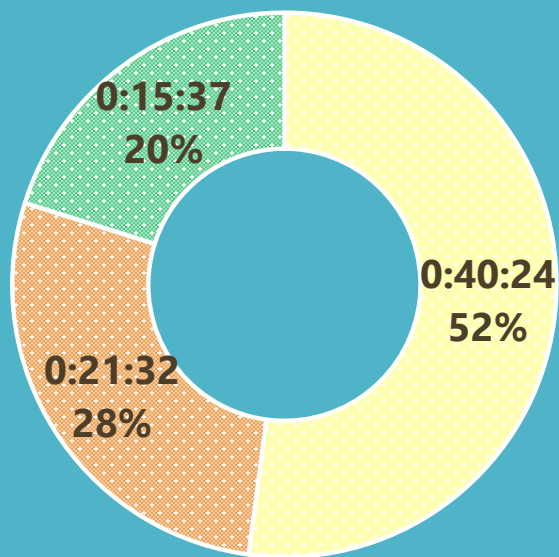
12



15,683

CAPACITY [kpi based]





Inspection
 Reporting
 Travel

FY14 fte



Full time work days (FTE)



work hours /day



annual work hours



cycle [min]



capacity



CAPACITY [time based]



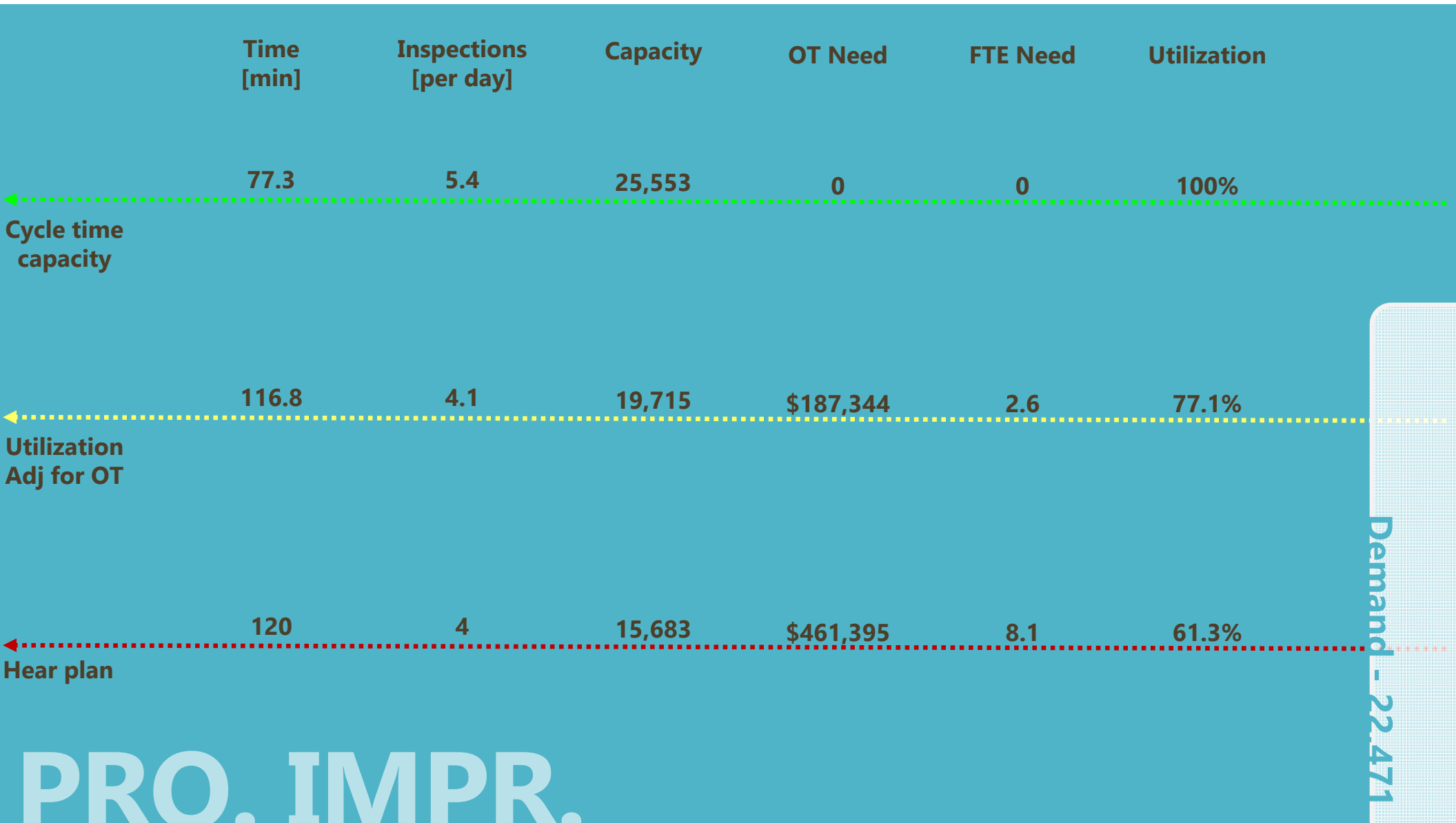
What you can do
25,553

What your aiming for
15,683

-9,870
[61% of capacity]

...and?



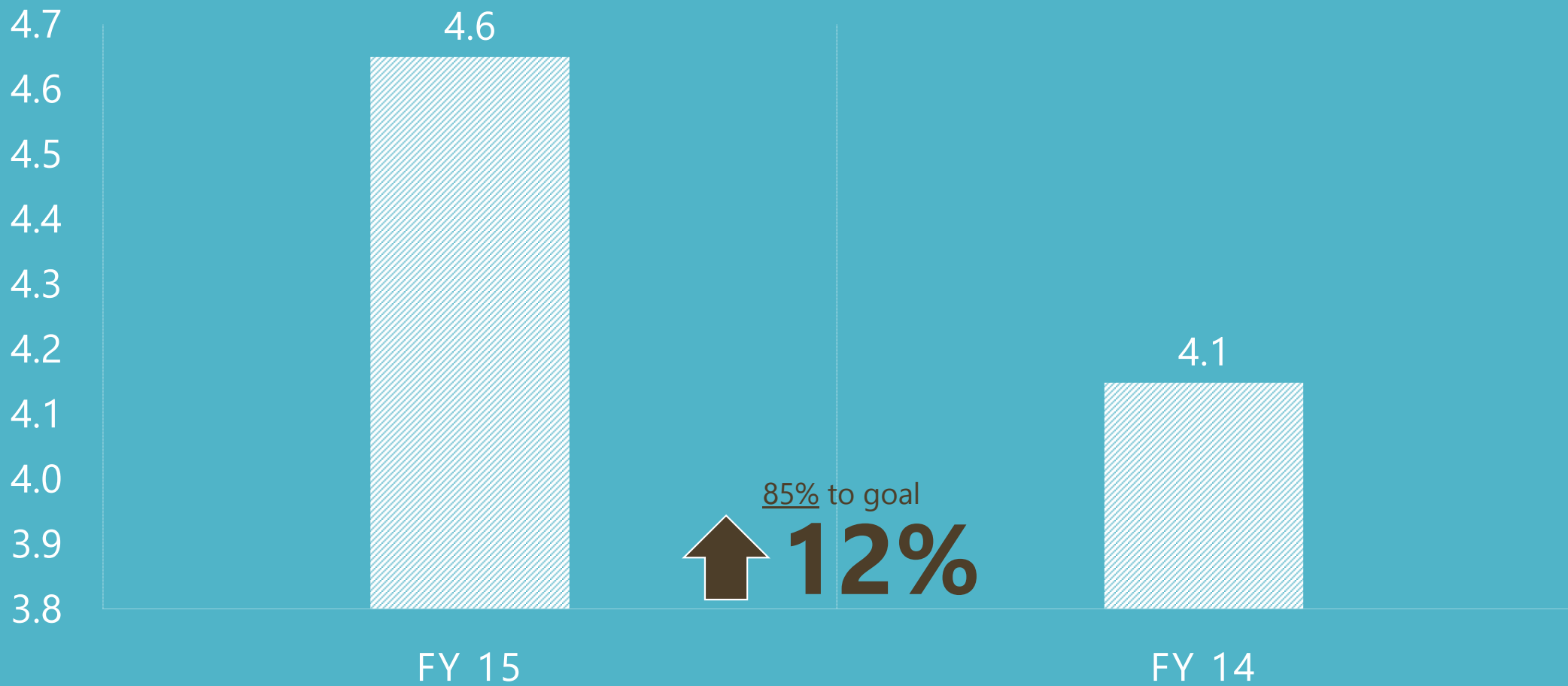


Increase KPI to match capacity potential.[4 to 4.7-5.4]

THE PROPOSAL



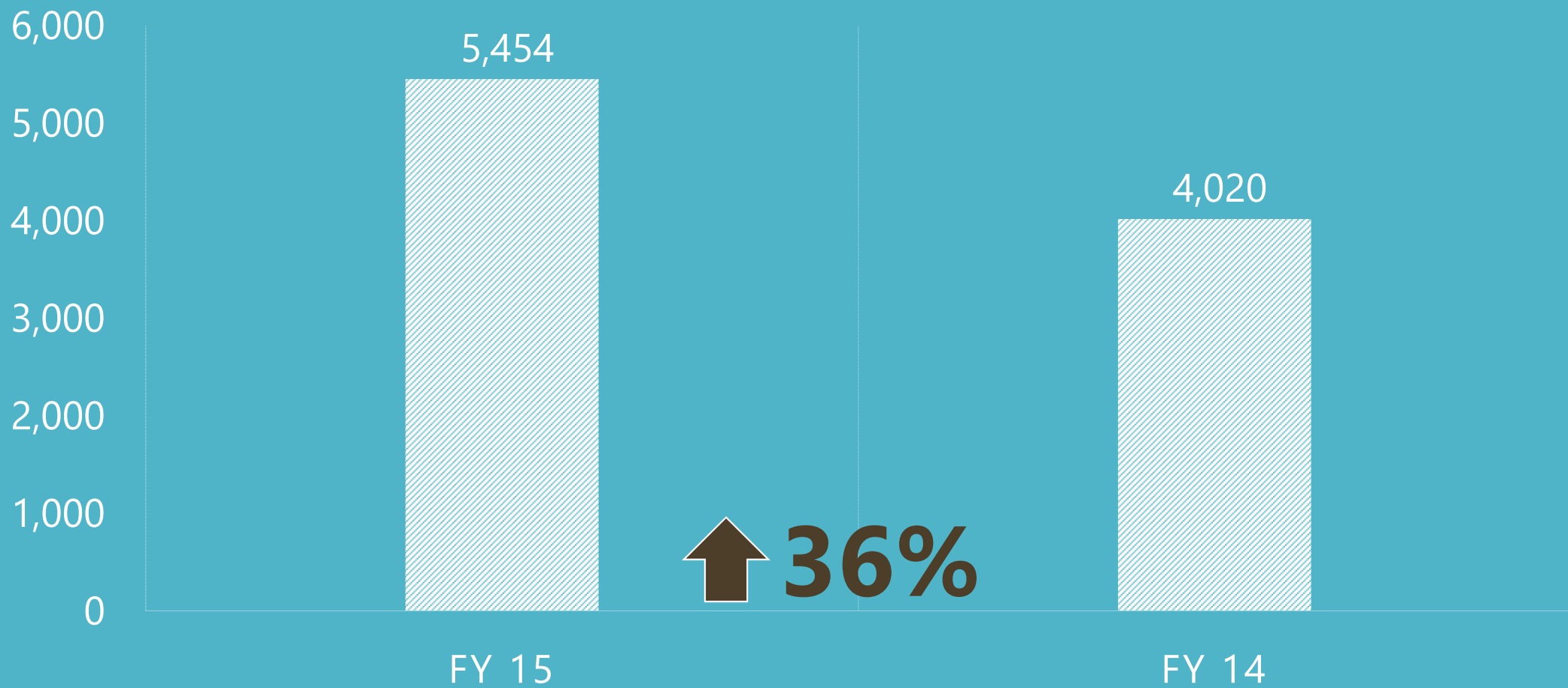
INSPECTIONS PER DAY



THE RESULT



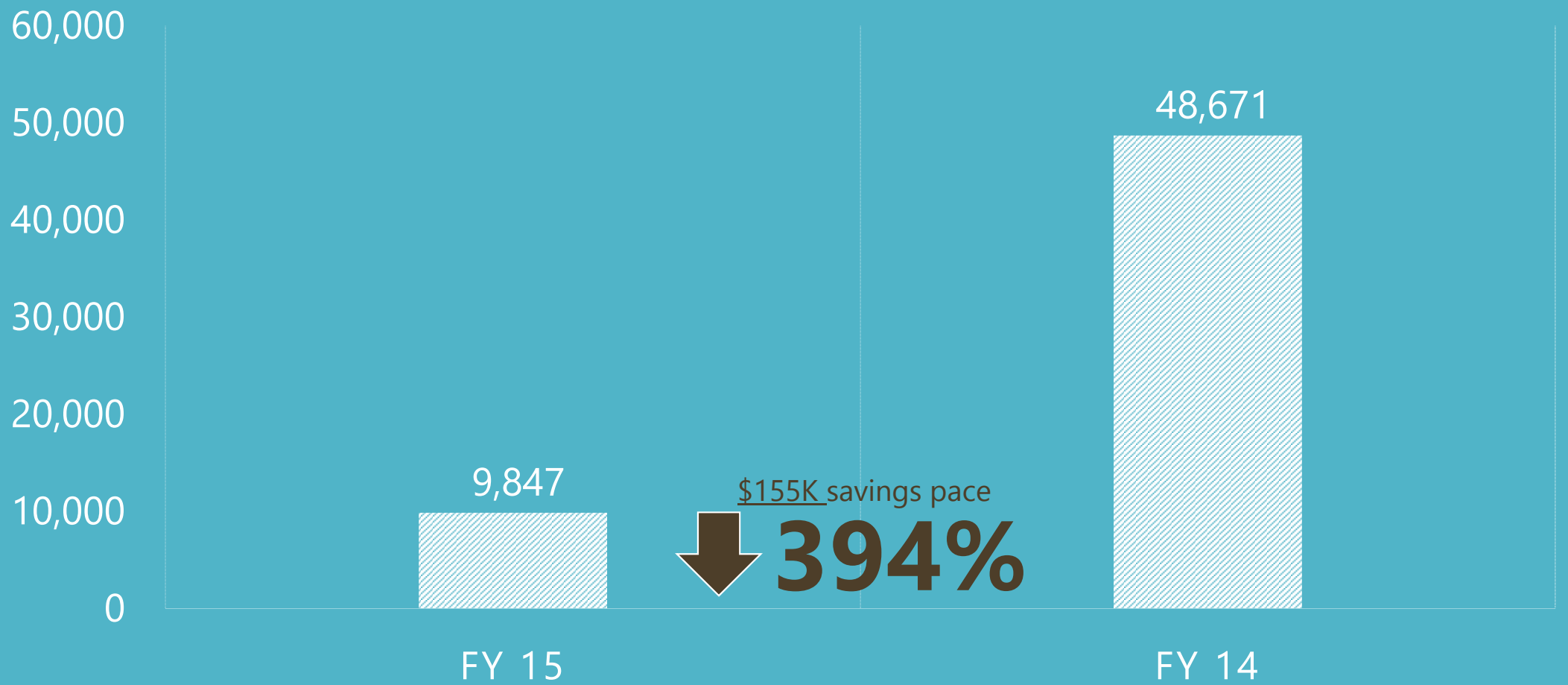
INSPECTIONS



THE RESULT



TOTAL OT



THE RESULT



