



Clark County Department of Building & Fire Prevention

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Division:	Engineering	Policy & Procedure	BE-PP-121
Subject:	Structural Inspections Service Goals	Effective Date:	09/01/2009
Code:	N/A	Review Date:	10/14/2016

A. POLICY:

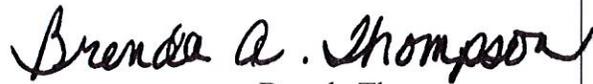
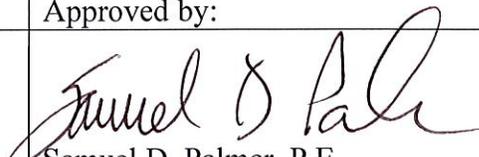
It is the policy of this department to measure specific service goals. The Structural Inspections group shall measure timeliness, quality, customer service, and efficiency.

B. PROCEDURE:

Timeliness will be determined by measuring the amount of time to complete the first review of the QAA final reports. Ninety percent of all standard QAA final reports shall be reviewed within 7 days of submittal and major project QAA final reports within 14 days of submittal.

Revision History:

POLICY #	TITLE	Effective Date	Revised	Reviewed
BE-PP-121	Structural Inspections Service Goals	09/01/2008	New	
BE-PP-121	Structural Inspections Service Goals		12/27/2012	10/28/2013
BE-PP-121	Structural Inspections Service Goals		09/18/2015	10/14/2016

Developed by: <i>Engineering Division (2008)</i>	Reviewed by: <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">  For: Kevin McOsker <i>Plans Exam Manager</i> </div> <div style="text-align: center;">  Brenda Thompson <i>Inspection Manager</i> </div> </div>
Reviewed by:  Ted Droessler <i>Engineering Manager</i>	Approved by:  Samuel D. Palmer, P.E. <i>Acting Director/Building & Fire Official</i>