



## Clark County Department of Building & Fire Prevention

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<b>Division:</b>	Fire Prevention	<b>Policy &amp; Procedure:</b>	FP-PP-149
<b>Subject:</b>	Quality Assurance Program	<b>Effective Date:</b>	09/17/2015
<b>Code:</b>	N/A	<b>Revised Date:</b>	04/29/2016

### A. GENERAL:

The Department of Building & Fire Prevention's (CCDBFP)'s Quality Assurance Program policy and procedure defines the standards of maintaining the minimum quality levels of service through a collection of self-imposed standards through activities such as internal quality audits, document creation and control, management reviews, and a matrix of certifications.

The CCDBFP's Quality Assurance Program is described below. Together, this and the FP-PP-150 "Fire Prevention - Quality Assurance Plan," creates the comprehensive quality assurance foundation for Fire Prevention operations.

### B. DEFINITIONS:

For the purposes of this Departmental policy, the following definitions are provided:

**Document Creation & Control** - The direction, regulation and coordination of procedures and related documents to assure consistency of operations.

**Internal Quality Audits** - Internal studies to identify the extent to which documented procedures are followed and the effectiveness of current processes. (Ref: Appendix 1)

**Non-Conformances and Inefficiencies** - An ongoing list of non-conformances and inefficiencies identified by the FP Quality Assurance Program's implementation. The listing is maintained by management and is utilized to track of the identification of relevant issues and necessary corrective actions with assigned due dates. (Ref: Appendix 2)

**Management Reviews** - Annual reviews performed by management of internal audit findings to assess the Department's level of procedural conformance, identify and correct areas of non-conformance and inefficiency, and engage staff in improving processes and procedures.

Service Goals are goals set for performance in each area of service offered by Fire Prevention as follows:

- (1) FP Plan/Permit Submittal, Scheduling, and Finance;
- (2) FP Fire Plans Check; and
- (3) FP Fire Inspections & Public Education

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FP Service Goals were established in cooperation with users of services provided by the FP. Service Goals are measured monthly and include: **Timeliness** (turn-around time), **Quality** (error-rate), and **Professionalism** (quality of interactions with staff and the public). Management and ad-hoc committees may review Service Goal performance to address issues which may require immediate or expedited action.

The required level of performance is at or above the adopted “High Level Service Goals” listed in the Service Goals section of the FP-PP-149 “Fire Prevention – Quality Assurance Program.” When the actual level of performance falls below the “High Level” of service, Fire Prevention Administration takes action to address the identified issues toward the goal of returning to “High Levels” of performance promptly.

**FP Intake, Scheduling, and Finance (Appendix 3);**  
**FP Inspections & Public Education (Appendix 4); &**  
**FP Plans Check (Appendix 5)**

**Matrix of Certifications:**

The confirmation of certain characteristics of a project, person, or organization. This confirmation is often, but not always, provided by some form of external review, education, or assessment. One of the most common types of certification is professional certification, where a person is certified as being able to competently complete a job or task, usually by the passing of an examination.

**C. PROCEDURE**

**Document Creation & Control:**

All Department of Building & Fire Prevention documents shall be reviewed, on an annual basis, and approved by Administration before use or distribution. The approved documents are available online for printing and use.

**List of Documents:**

- Department of Building & Fire Prevention (CCDBFP)/Fire Prevention website;
- Guidelines – CCDBFP/Fire Prevention website
- How-To-Guides - Fire Prevention Share Point
- Standard Operating Procedures (SOP) - CCFD Training website
- Rules and Regulations (R&R) - CCFD Training website

**Internal Quality Audits & Reviews:**

On a quarterly basis, the Department of Building & Fire Prevention shall complete, at a minimum, two (2) Internal Quality Audits and Reviews of a selected Guideline, How-To-Guide, Inspection Overlay, FP Process, or Form. More frequent Internal Quality Reviews may be accomplished as necessary.

**Management Reviews:**

Management reviews, and/or ad-hoc committee reviews, shall be performed as Internal Quality Reviews to assess the Department’s level of procedural conformance, identify and correct areas of non-conformance and inefficiency, engage staff in improving processes and procedures, and address key issues on a timely basis.

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Department of Building & Fire Prevention Management shall annually conduct reviews of the Department's management system and inspection activities to ensure their continuing suitability and effectiveness, and to introduce necessary changes or improvements.

**Service Goals:**

Service Goals are goals set for performance in each area of service offered by Fire Prevention: (1) FP Plan/Permit Intake, Scheduling, and Finance (Appendix 3); (2) FP Inspections & Public Education Outreach (Appendix 4); & (3) FP Plans Check (Appendix 5).

FP Service Goals were established in cooperation with users of services provided by FP. Service Goals are measured monthly and include: **Timeliness** (turn-around time), **Quality** (error-rate), and **Professionalism** (quality of interactions with staff and the public). Management, FP Stakeholders (i.e. customers) and ad-hoc committees may review Service Goal performance to address issues which may require immediate or expedited action.

**Matrix of Certifications:**

A matrix of certifications required by the Department of Building & Fire Prevention shall be maintained and includes: names, job titles, required certificates, current standings and expiration dates. Certifications required of staff shall be issued by a national construction code promulgation organization, such as the International Code Council (ICC), the National Fire Protection Association (NFPA), or other acceptable certification organizations, as determined by local ordinance or state laws.

**Revision History:**

<b>POLICY #</b>	<b>TITLE</b>	<b>Effective Date</b>	<b>Revised</b>	<b>Reviewed</b>
FP-PP-149	FP Quality Assurance Program	September 17, 2015	New	10/20/15
FP-PP-149	FP Quality Assurance Program		Revised	04/29/16

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<i>Approved by:</i>	<i>Approved by:</i>
<i>Samuel D. Palmer</i>	<i>Girard W. Page</i>
<i>Samuel D. Palmer, P.E., Acting Director</i>	<i>Girard W. Page, Fire Marshal</i>
<i>Approved by:</i>	<i>Approved by:</i>
<i>Adolf Zubia</i>	<i>Fulton Cochran</i>
<i>Adolf Zubia, Assistant Fire Chief</i>	<i>Fulton Cochran, Assistant Fire Chief</i>
<i>Approved by:</i>	<i>Approved by:</i>
<i>Sandra Tiedeman</i>	
<i>Sandra Tiedeman, Acting Office Services Manager</i>	

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**APPENDIX – 1**  
**QUALITY ASSURANCE PROGRAM**

**INTERNAL QUALITY AUDITS**

**FIRE PREVENTION**  
**INTERNAL QUALITY**  
**AUDIT FORM & INSTRUCTIONS**

<b>Division:</b>	Fire Prevention	<b>Policy &amp; Procedure:</b>	FP-PP-149
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**FP INTERNAL QUALITY AUDIT FORM & INSTRUCTIONS**

**DEPARTMENT OF BUILDING & FIRE PREVENTION**

**DECEMBER 18, 2015**

<b>DOCUMENTED PROCEDURE BEING AUDITED:</b>	Identify a documented procedure to audit from the Fire Prevention’s library of controlled documents.
<b>COMMENTS/CONDITIONS:</b>	Record the results of the internal studies by specifying the extent of, or lack of, Fire Prevention follow-through with documented procedures. Identify the effectiveness of the current processes by describing the extent to which the documented procedures reflect the necessary service delivery goals and objectives of the Department.
<b>FINDING(S):</b>	<p>Describe in detail the Internal Quality Audit team Finding(s). Findings may include; but are not limited to: (1) change, update, and/or modify the documented procedures; (2) none, when there are no recommended actions because current processes and the extent to which the documented procedures actually reflect our service deliver goals and objectives; or, (3) there is a need to develop and document a “new” procedure. In every case, the Internal Quality Audit team report and findings shall include a listing of Fire Prevention Staff most familiar with the non-conformance. Knowledgeable staff shall be included in improving processes and procedures efforts when correcting or adjusting issues of non-conformance.</p> <p>Note: Whenever an Internal Quality Audit finding(s) identifies a “non-conformance” exists, the subject of the Internal Quality Audit shall be added to the Department of Building &amp; Fire Prevention’s listing of non-conformances &amp; inefficiencies for review during quarterly Management Reviews.</p>

Internal Quality Audits are internal studies used to identify the extent to which documented procedures are followed and the effectiveness of current processes.

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**APPENDIX - 2**  
**QUALITY ASSURANCE PROGRAM**

**LIST OF**  
**NON-CONFORMANCE &**  
**INEFFICIENCIES FORM**

<b>Division:</b>	Fire Prevention	<b>Policy &amp; Procedure:</b>	FP-PP-149
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<b>OUTCOME OF INTERNAL QUALITY AUDIT NON-CONFORMANCE OR INEFFICIENCY</b>	<b>CORRECTIVE ACTION RECOMMENDATIONS &amp; NAME &amp; TITLE of FP's DEPARTMENT SUBJECT MATTER EXPERTS (SME)</b>	<b>CORRECTIVE ACTION COMPLETION DATE:</b>

*Note: An ongoing list of non-conformances and inefficiencies identified by the FP Quality Assurance Program's implementation. The listing is maintained by Management and is utilized to track the identification of relevant issues and necessary corrective actions with assigned due dates.*

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**APPENDIX – 3**  
**QUALITY ASSURANCE PROGRAM**

**SERVICE GOALS -**  
  
**FIRE PREVENTION**  
**INTAKE, SCHEDULING,**  
**AND FINANCE**

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*Reference: Section 3.3 "Goals and Objectives"(AC246)*

*Goal: Vision - Be a global leader in ensuring safe and sustainable buildings and structures.*

*Mission Statement - Provide efficient plan review, permitting, inspection and public education to ensure a safe site-built environment, promote fire prevention, and support emergency response to protect the citizens and visitors of Clark County.*

**FIRE PREVENTION PLAN & PERMIT SUBMITTAL – INTAKE SERVICES**

<b>OBJECTIVES</b>	<b>MEASUREMENT(S)/ CHARACTERISTICS</b>	<b>PERFORMANCE MEASURES</b>	<b>SERVICE LEVELS</b>
<b>TO PROVIDE <u>TIMELY</u> PLAN/PERMIT SUBMITTAL INTAKE SERVICES.</b>	<b>Timeliness</b> (Turn-around time)	Measure of Q-Matic System time elapsed between the customer taking a Service Ticket and the Service Ticket Number is called to a FP customer counter for Intake Services.	High: Customer is called to counter within 0-30 minutes.  Medium: Customer is called to counter within > 30 and < 60 minutes.  Low: Customer is called to counter > 60 minutes.
<b>TO PROVIDE <u>ACCURATE</u> PLAN/PERMIT SUBMITTAL INTAKE SERVICES.</b>	<b>Quality (Error Rate)</b>  Daily Application Adjustments - Non-Escrow.  Daily Applications Adjustments - Escrow.  <u>Major Errors:</u> Goal is zero (0) Non-Escrow and Escrow Errors by Intake.  <u>Minor Errors:</u> Goal is zero (0) Non-Escrow and Escrow Errors by Customer or by Intake & Customer Face-to-Face.	Track the number of Non-Escrow and Escrow adjustments monthly. Count the number of errors by Intake Services.  Intake (IE) Errors, Finance (FE) Errors, Plans Checker (FPC) Errors, Customer Errors (CE), and Intake & Customer (IE-CK) Errors.	High: ≥ 90% of Combined Non-Escrow and Escrow adjustments completed with no errors by Intake Services.  Medium: < 90% and ≥ 75% combined Non-Escrow and Escrow adjustments completed with no errors by Intake Services.  Low: < 75% of Combined Non-Escrow and Escrow adjustments completed with no errors by Intake Services.
<b>TO PROVIDE <u>PROFESSIONAL</u> PLAN/PERMIT SUBMITTAL INTAKE SERVICES.</b>	<b>Professionalism</b>	Fire Prevention Customer Satisfaction Survey results for FP Intake Group.	High: ≥ 90% of Positive Customer FP Survey results.  Medium: < 90% and ≥ 75% of Positive Customer FP Survey results.  Low: < 75% of Positive Customer FP Survey results.

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*Reference: Section 3.3 "Goals and Objectives"(AC246)*

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*Mission Statement - Provide efficient plan review, permitting, inspection and public education to ensure a safe site-built environment, promote fire prevention, and support emergency response to protect the citizens and visitors of Clark County.*

**FIRE PREVENTION PLAN & PERMIT SUBMITTAL – SCHEDULING**

<b>OBJECTIVES</b>	<b>MEASUREMENT(s)/ CHARACTERISTICS</b>	<b>PERFORMANCE MEASURES</b>	<b>SERVICE LEVELS</b>
<b>TO PROVIDE <u>TIMELY</u> PLAN/PERMIT SERVICES SCHEDULING.</b>	<p><b>Timeliness (Turn-around time)</b></p> <p>The goal in scheduling is to schedule Business License and Complaint Inspections in Line in a timely manner.</p> <p><u>Major Error:</u> "Unassigned Work Queue" no BL Inspections assigned with less than three (3) work days.</p> <p><u>Minor Error:</u> "Unassigned Work Queue" No BL inspections assigned with less than five (5) work days.</p> <p><u>Major Error:</u> High Priority complaints entered in Naviline with less than (3) work days for Fire Inspector.</p> <p><u>Minor Error:</u> Medium priority complaints entered in Naviline with less than five (5) work days for Fire Inspector.</p>	<p>Measure and Track:</p> <p>Total number of Fire Inspections and percent scheduled on-time monthly</p> <p>Regular Hours Inspections &amp; Overtime Inspections</p>	<p>High: <math>\geq 90\%</math> of all inspections completed on time with zero (0) Major &amp; zero (0) Minor Errors.</p> <p>Medium: <math>&lt; 90\%</math> and <math>\geq 75\%</math> of all inspections completed on time with one (1) Major and up to five (5) Minor Errors.</p> <p>Low: <math>&lt; 75\%</math> of all inspections completed on time with <math>&gt; one (1)</math> Major Error/s and <math>&gt; five (5)</math> Minor Errors.</p>
<b>TO PROVIDE <u>QUALITY</u> PLAN/PERMIT SERVICES SCHEDULING.</b>	<p><b>Quality (Error Rate)</b></p> <p><u>Major Error:</u> FP scheduling forgets to enter a Complaint Inspection into Naviline.</p> <p><u>Minor Error:</u> FP Scheduling enters a Complaint Inspection with less than 48 hours of available work day time for Fire Inspectors.</p>		<p>High: <math>\geq 90\%</math> of all inspections completed on time with zero (0) Major and Minor Errors.</p> <p>Medium: <math>&lt; 90\%</math> and <math>\geq 75\%</math> of all inspections completed on time with one (1) Major and up to five (5) Minor Errors.</p> <p>Low: <math>&lt; 75\%</math> of all inspections completed on time with <math>&gt; one (1)</math> Major Error/s and <math>&gt; five (5)</math> Minor Errors.</p>

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*Reference: Section 3.3 "Goals and Objectives"(AC246)*

*Goal: Vision - Be a global leader in ensuring safe and sustainable buildings and structures.*

*Mission Statement - Provide efficient plan review, permitting, inspection and public education to ensure a safe site-built environment, promote fire prevention, and support emergency response to protect the citizens and visitors of Clark County.*

**FIRE PREVENTION PLAN & PERMIT SUBMITTAL – SCHEDULING, continued**

<b>OBJECTIVES</b>	<b>MEASUREMENT(s)/ CHARACTERISTICS</b>	<b>PERFORMANCE MEASURES</b>	<b>SERVICE LEVELS</b>
<b>TO PROVIDE PROFESSIONAL PLAN/PERMIT SERVICES SCHEDULING.</b>	<b>Professionalism</b>	Fire Prevention Customer Satisfaction Survey results for FP Scheduling Group.	High: ≥ 90% of Positive Customer FP Survey results.  Medium: < 90% to ≥ 75% of Positive Customer FP Survey results.  Low: < 75% of Positive Customer FP Survey results.

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## **APPENDIX – 4**

# **QUALITY ASSURANCE PROGRAM**

## **SERVICE GOALS -**

### **FIRE PREVENTION**

### **INSPECTIONS &**

### **PUBLIC EDUCATION OUTREACH**

<b>Division:</b>	Fire Prevention	<b>Policy &amp; Procedure:</b>	FP-PP-149
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*Reference: Section 3.3 "Goals and Objectives"(AC246)*

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**FIRE PREVENTION SERVICES - INSPECTIONS**

<b>OBJECTIVES</b>	<b>MEASUREMENT(s)/ CHARACTERISTICS</b>	<b>PERFORMANCE MEASURES</b>	<b>SERVICE LEVELS</b>
<b>TO PROVIDE <u>TIMELY</u> FIRE PREVENTION SERVICES – INSPECTIONS.</b>	<p><b>Timeliness</b></p> <p>Conduct scheduled inspections on-time and within twenty-four (24) Hours of requested date.</p> <p><u>Major Error</u> – Failure to conduct scheduled fire inspection and &gt;24 hours of requested date.</p> <p><u>Minor Error</u> – Not resulting inspections on the scheduled day inspection was completed.</p>	<p>Measure and Track: Total number of Fire Inspections and Percentage completed on-time Monthly</p> <p>Regular Hours Inspections &amp; Overtime Inspections</p>	<p>High: ≥ 90% of all inspections completed on time with zero (0) Major and five (5) Minor Errors.</p> <p>Medium: &lt; 90% and ≥ 75% of all inspections completed on time with one (1) Major and up to five (5) Minor Errors.</p> <p>Low: &lt; 75% of all inspections completed on time with &gt; one (1) Major Error and &gt; five (5) Minor Errors.</p>
<b>TO PROVIDE <u>QUALITY</u> FIRE PREVENTION SERVICES – INSPECTIONS.</b>	<p><b>Quality (Error Rate)</b></p> <p><u>Major Errors</u> – Failure to recognize a required Fire Protection System missing during final inspection and not Issuing required Permit(s).</p> <p><u>Minor Errors</u> – Failure to complete all inspections with AP and Yes at Final Inspection.</p>	<p>Inspections conducted according to established FP Guidelines and Inspection overlay standards as verified by Field Inspection Audits</p>	<p>High: ≥ 90% of all of Field Inspection Audits with zero (0) Major Errors and five (5) Minor Errors.</p> <p>Medium: &lt; 90 % and ≥ 75 % of Field Inspection Audits with one (1) Major Errors and up to five (5) Minor Errors.</p> <p>Low: &lt; 75 % of Field Inspection Audits with &gt; one (1) Major Errors and &gt; five (5) Minor Errors.</p>
<b>TO PROVIDE <u>PROFESSIONAL</u> FIRE PREVENTION SERVICES – INSPECTIONS.</b>	<p><b>Professionalism</b></p>	<p>Fire Prevention Customer Satisfaction Survey results for FP Inspections Group.</p>	<p>High: ≥ 90% of Positive Customer FP Survey results.</p> <p>Medium: &lt; 90% and ≥ 75% of Positive Customer FP Survey results.</p> <p>Low: &lt; 75% of Positive Customer FP Survey results.</p>

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**APPENDIX – 5**  
**QUALITY ASSURANCE PROGRAM**

**SERVICE GOALS –**  
**FIRE PREVENTION**  
**PLANS CHECK**

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**Reference:** Section 3.3 "Goals and Objectives"(AC246)

**Goal:** Vision - Be a global leader in ensuring safe and sustainable buildings and structures.

**Mission Statement - Provide efficient plan review, permitting, inspection and public education to ensure a safe site-built environment, promote fire prevention, and support emergency response to protect the citizens and visitors of Clark County.**

**FIRE PREVENTION PLANS CHECK SERVICES**

<b>OBJECTIVES</b>	<b>MEASUREMENT(s)/ CHARACTERISTICS</b>	<b>PERFORMANCE MEASURES</b>	<b>SERVICE LEVELS</b>																										
<p><b>TO PROVIDE TIMELY PLANS CHECK SERVICES.</b></p> <table border="0"> <tr> <td><u>Category</u></td> <td><u># of Days</u></td> </tr> <tr> <td>1X</td> <td>20</td> </tr> <tr> <td>2X or SL2</td> <td>10</td> </tr> <tr> <td>3X or SL3</td> <td>3</td> </tr> <tr> <td>4X</td> <td>1</td> </tr> <tr> <td>Express</td> <td>5</td> </tr> <tr> <td>Next Day</td> <td>1</td> </tr> <tr> <td>OTC</td> <td>1</td> </tr> <tr> <td>Tier I &amp; II Assembly &amp; Tents</td> <td></td> </tr> <tr> <td>1X</td> <td>10</td> </tr> <tr> <td>2X</td> <td>5</td> </tr> <tr> <td>3X</td> <td>3</td> </tr> <tr> <td>4X</td> <td>1</td> </tr> </table>	<u>Category</u>	<u># of Days</u>	1X	20	2X or SL2	10	3X or SL3	3	4X	1	Express	5	Next Day	1	OTC	1	Tier I & II Assembly & Tents		1X	10	2X	5	3X	3	4X	1	<p><b>Timeliness (Turn-around time)</b></p> <p>Track the total number of Fire Plans Checks submitted and track the total number of Fire Plans Checks performed on schedule each Month.</p> <p>Calculate the Percent of Fire Plans Checks completed on schedule monthly.</p> <p>Return customer telephone and e-mail inquiries within the same day or next working day for calls received one hour prior to end of shift.</p> <p>Reference DRAFT Rule &amp; Regulation No.: 1.3.1 entitled "Fire Department Computers and Electronic Equipment."</p> <p><u>Major Errors:</u> Customer complaints indicating no return call or E-mail responses from Fire Prevention and customer need window is past due.</p> <p><u>Minor Errors:</u> Untimely Fire Prevention response to calls or E-mail.</p>	<p>Count the number of fire plans checks requested by customers and the number of fire plans checks performed by: Category and # of Days; <i>Express, Next Day, and Over- the-Counter (OTC); and Tier I and II Assembly &amp; Temporary Membrane Structures.</i></p> <p>Track the composite average percentage of fire plans check reviews completed within the turn-around timelines.</p> <p>Plans Check customer telephone calls and inquiries are promptly returned; or, addressed with the customer on the same day.</p> <p><u>Customer Satisfaction Surveys</u> Measured qualitatively through the use of FP Customer Satisfaction Survey feedback results.</p> <p>Measured quantitatively by tracking Fire Plans Check E-mail Message Box.</p>	<p>High: Customers requests fire plans check on-time services and the fire plans check is completed on schedule &gt; 90% of the time.</p> <p>Medium: Customers request fire plans check on time and the schedule requested cannot be satisfied &lt; 90% or &gt; 60% of the time.</p> <p>Low: Customers request fire plans check on time and the schedule requested cannot be satisfied by Fire Plans Check &lt; 60% of the time.</p> <p>High: Most customer telephone calls and e-mails are addressed within same day or next working day for calls received one hour prior to end of shift.</p> <p>Medium: Some of the customer telephone calls and E-mails are not being addressed within same day or next working day for calls received one hour prior to end of shift.</p> <p>Low: Most customer calls and E-mails are <u>not</u> being addressed within same day or next working day for calls received one hour prior to end of shift.</p>
<u>Category</u>	<u># of Days</u>																												
1X	20																												
2X or SL2	10																												
3X or SL3	3																												
4X	1																												
Express	5																												
Next Day	1																												
OTC	1																												
Tier I & II Assembly & Tents																													
1X	10																												
2X	5																												
3X	3																												
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*Reference: Section 3.3 "Goals and Objectives"(AC246)*

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**FIRE PREVENTION PLANS CHECK SERVICES, (continued)**

<b>OBJECTIVES</b>	<b>MEASUREMENT(s)/ CHARACTERISTICS</b>	<b>PERFORMANCE MEASURES</b>	<b>SERVICE LEVELS</b>
<b>TO PROVIDE QUALITY PLANS CHECK SERVICES.</b>	<p><b>Quality (Error Rate)</b></p> <p>Carry out necessary fire plans checks without Major Errors and Minor Errors.</p> <p><u>Major Errors:</u> Reference Fire Plans Check "Quality Audit Check List - Fire Alarm and Fire Sprinkler</p> <p><u>Minor Errors:</u> Reference Fire Plans Check "Quality Audit Check List - Fire Alarm and Fire Sprinkler.</p>	<p>Fire plans checks completed in accordance with Fire Code and Fire Prevention Guidelines as indicated by internal Quality Audits and 3<sup>rd</sup> Party Audits of Selected Plans.</p>	<p>High: 100% of plans have no Major Errors and five (5) or fewer Minor Errors.</p> <p>Medium: 100% of plans have no Major Errors and more than five (5) minor errors.</p> <p>Low: ≥ 25% of plans have more than (1) one Major Error and more than five (5) Minor Errors.</p>
<b>TO PROVIDE PROFESSIONAL PLANS CHECK SERVICES.</b>	<p><b>Professionalism</b></p> <p>Quality of interactions with Staff and the Public as perceived by users of Fire Prevention services.</p>	<p>Kudos – Customer Service</p> <p>Complaints – FP Customer Service Survey results.</p>	<p>High: ≥ 90% of FP Customer Satisfaction Survey results are positive.</p> <p>Medium: &lt; 90% and ≥ 75% of FP Customer Satisfaction Survey results are positive.</p> <p>Low: &lt; 75% of FP Customer Satisfaction Survey results are positive.</p>