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:

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<th>POLICY #</th>
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<th>Effective Date</th>
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