

Enhanced Performance Leading to Stronger Client Trust in Permit

THE CHALLENGE



Inconsistent performance and lack of data visibility led to difficulties in meeting KPIs



Inadequate management oversight and unclear strategic direction led to inefficiencies in decision making and team performance



Redundant processes led to increased handle time and reduced productivity



Limited communication and collaboration with clients resulted in unmet expectations and reduced satisfaction

THE SOLUTION



Quality Improvement Measures



Data Enhancement



Leadership Development Initiatives



Client Engagement Strategies

THE RESULTS

METRICS	Before	After	% Improvement
Attendance	96%	99%	3% increase
Task Completion	10	16	60% improvement on productivity
Quality Score	NA	96%	Consistently above goal since KPI was launched
24 HR SLA	82%	92%	12% increase in performance
48 HR SLA	94%	99%	+5% increase