

Matrix of Project Items

Completed Items	In-Process Items
<ul style="list-style-type: none"> • Customer Satisfaction Survey • Employee Feedback Form • Customer Service Training Implementation • Development of Customer Service Values • Reinstitution of QFlow User Group • Building Updates • IT Training and Updates • Inspectors' Cross-Functional Checklist • HPC Website Update • QFlow Queuing Correction 	<ul style="list-style-type: none"> • Residential Plan Review How-To Guides • Residential Plan Review Process Improvements • Assessment of Mylar Walk Through • Online Permitting • Customer Service Award Program • Affidavit Ordinance 1-11 Rewrite • Calendar/Appointments Module in QFlow • CSR Customer Check-in Q&A • HPC Café • Business Unit Profiles • Display of Residential Plans • Development of an Internal and External Communications Plan
Scheduled Future Items	Recommended Future Items
<ul style="list-style-type: none"> • Online Permitting • ILMS Next Generation Implementation • Customer Load Balancing • Directional Signage • Text Messaging QFlow Module • Parking Lot Paving • Organization of Internal Brown Bag Lunch and Learns at the HPC 	<ul style="list-style-type: none"> • Cellular Model for Residential Plan Walk Through • Commercial Plan Review Assessment and Identification of Process Improvement Opportunities • Management/Supervisory Training • Consolidation of One-Stop and Flood Management Office (FMO) Tasks • Consolidation of One-Stop and Planning Tasks • Standardized Cost Estimate • COH Permitting Speaker Series • Creation of an Online Re-Roofing Application • Display of Commercial Plans