

% of authorized/accredited entities with detected violations of license or accreditation conditions													
Timeliness													
% of applications for permits, licenses or accreditation acted upon within 3 weeks of application													
Monitoring													
Quantity													
No. of inspections of regulated products and entities													
Quality													
% of submitted reports that resulted in the issuance of notice of violations and penalties imposed.													
Timeliness													
% of entities which have been monitored at least once a year													
Enforcement													
Quantity													
No. of reported violations and complaints acted upon													
Quality													
% of cases resolved													
% of stakeholder who view DOH enforcement as good or better													
Timeliness													
Number of cases acted upon within 30 days													

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