



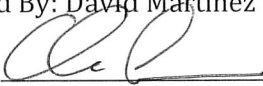
LOS ALAMOS
where discoveries are made

County of Los Alamos
Building Safety Division
Quality Service Goals Policy

Effective Date: June 22, 2021

Approved By: David Martinez (6/22/2021)

Revised:


Elias Isaacson, CDD Director

8/14/2025
Date

Purpose

The purpose of this policy is to establish measurable service standards and quality assurance practices for the Building Safety Division to ensure timely, accurate, and consistent delivery of plan reviews and permitting services.

Policy

1. Quality Standards

- **Life Safety Issues:** Zero tolerance. Any error that compromises life safety is unacceptable.
- **Major Errors:** A maximum error tolerance of 1%.
- **Minor Errors:** A maximum error tolerance of 5%.

2. Plan Review Timeframes

- **Commercial Projects:** Plan review will be completed within **five (5) business days** from the date of permit intake.
- **Residential Projects:** Plan review will be completed within **three (3) business days** from the date of permit intake.

3. Monitoring and Reporting

- Weekly reports will be generated through the EPL database covering:
 - Permits under review
 - Permits on hold
 - Permits awaiting payment and pickup
- The Building Safety Manager will review and discuss these reports during the weekly Building Safety Division meeting to ensure quality assurance and compliance with service standards.

4. **Accountability**

- Division staff are responsible for adhering to these quality and time standards.
- The Building Safety Manager will track performance metrics and implement corrective measures if standards are not met.