

# Avg Age of Equal Employment Opportunity Commission (EEOC) Discrimination Cases Human Relations Commission



KPI Owner: Rotonia Sanford

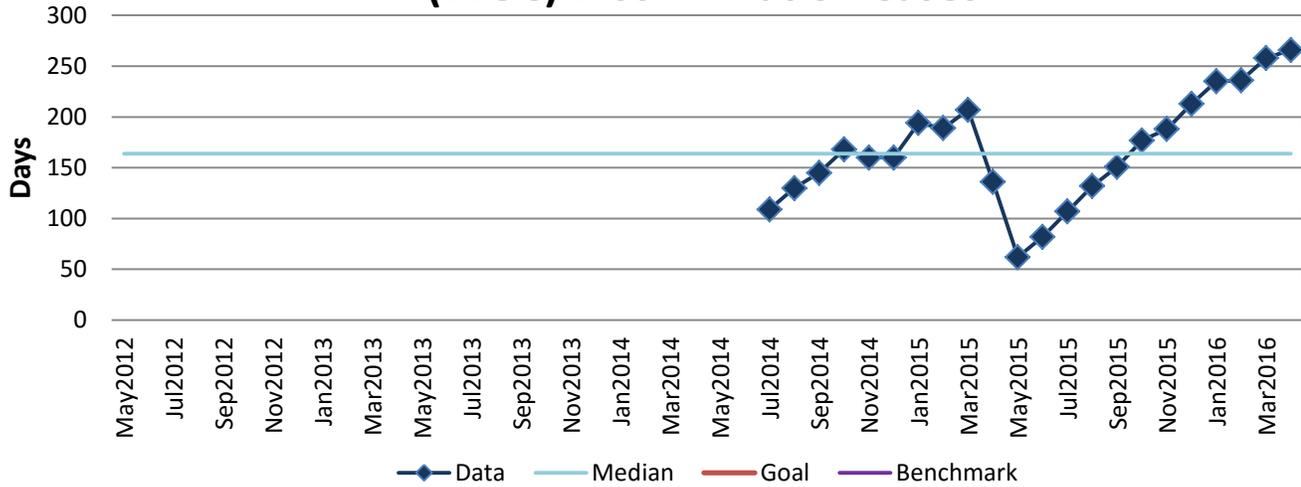
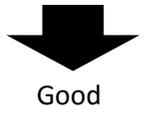
Process: Enforcement & Investigation of Discrimination

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD  Benchmark: TBD	Data Source: IMS  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Average number of days open for EEOC cases.  Why Measure: EEOC requires information regarding status of cases. Next Improvement Step: TBD

## How Are We Doing?

May2015-Apr2016 12 Month Goal	May2015-Apr2016 12 Month Average		Apr2016 Goal	Apr2016 Actual	
<b>TBD</b>	<b>176</b>		<b>TBD</b>	<b>266</b>	
Days	Days		Days	Days	

## Avg Age of Equal Employment Opportunity Commission (EEOC) Discrimination Cases



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.