

Number of Jobs Created from Closed METCO Loans Economic Development



KPI Owner: Scott Herrmann

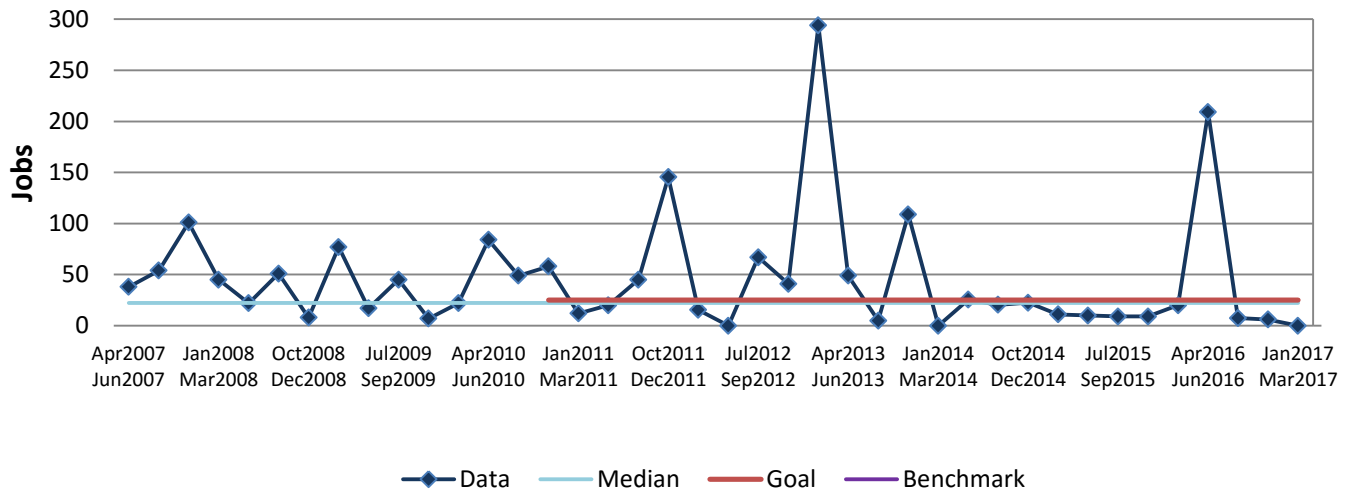
Process: METCO Job Creation

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: : FY13, 389 jobs Goal: Create 100 jobs from closed METCO loans per fiscal year (approximately 25 each quarter) Benchmark: TBD	Data Source: Loan Database Goal Source: Portfolio performance Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Sum of the number of jobs planned to be created due to loans closed by the METCO board Why Measure: Job creation is a priority for the Fischer administration Next Improvement Step:

How Are We Doing?

Apr2012-Mar2017 5 Year Goal	Apr2012-Mar2017 5 Year Actual		Jan2017-Mar2017 Goal	Jan2017-Mar2017 Actual	
500	915		25	0	
Jobs	Jobs		Jobs	Jobs	

Number of Jobs Created from Closed METCO Loans



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.