

Amount of METCO Loans Closed Economic Development



KPI Owner: Scott Herrmann

Process: Job creation-Outcome Measure

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13, \$2,196,144 closed Goal: \$3M in METCO loans per fiscal year (approximately \$750K 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: Measure the dollar value of METCO loans which support small business Why Measure: The monthly sum of the dollar value of close METCO loans Next Improvement Step:

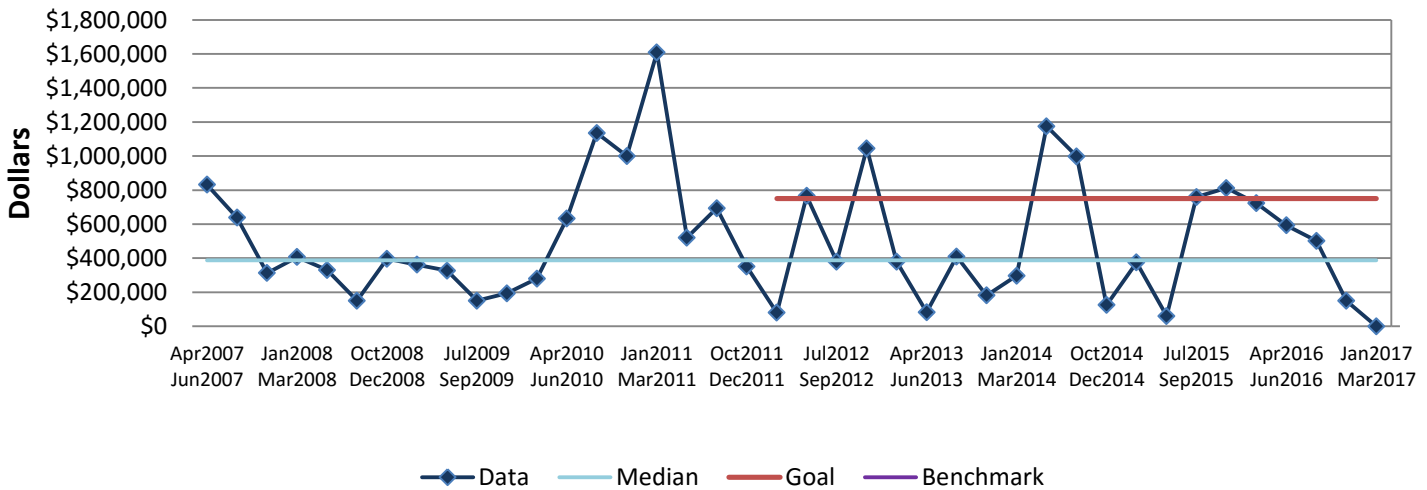
How Are We Doing?

Apr2012-Mar2017 5 Year Goal	Apr2012-Mar2017 5 Year Actual		Jan2017-Mar2017 Goal	Jan2017-Mar2017 Actual	
\$15,000,000	\$9,809,891		\$750,000	\$0	
Dollars	Dollars		Dollars	Dollars	

Amount of METCO Loans Closed



Good



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.