

Percent of METCO Loans Past Due 30 Days Economic Development



KPI Owner: Scott Herrmann

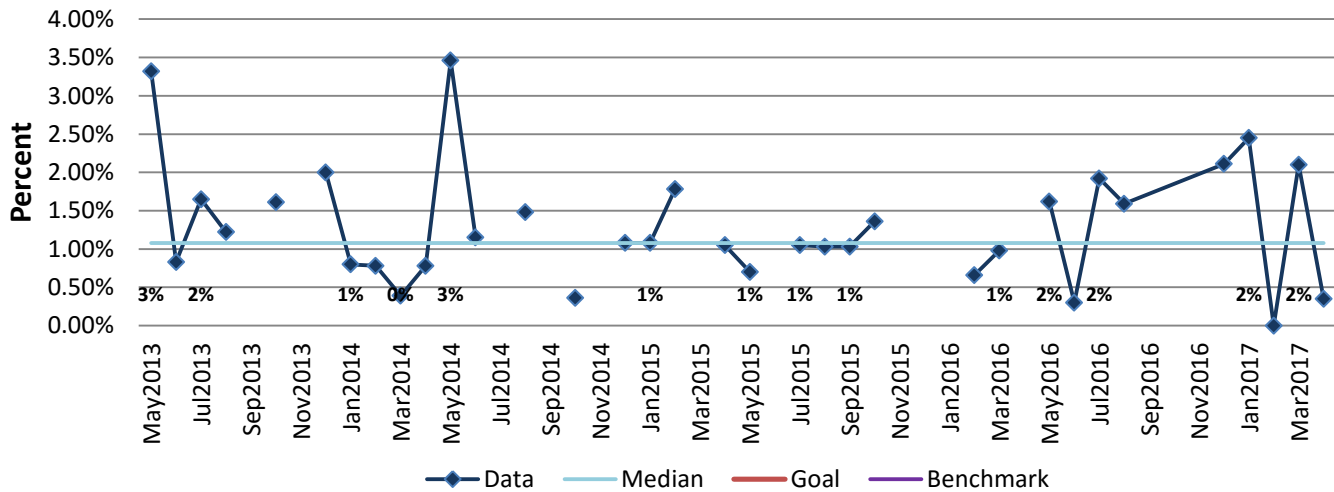
Process: Job Creation - Loan Repayment Rate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 3% Benchmark: TBD	Data Source: METCO loan data Goal Source: Portfolio performance Benchmark Source: Portfolio performance	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Number of loans past due 30 days divided by the number of total loans Why Measure: To track loans that are delinquent by 30 days Next Improvement Step:

How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
3.00%	1.39%		3.00%	0.35%	
Percent	Percent		Percent	Percent	

Percent of METCO Loans Past Due 30 Days



Root cause analysis is not necessary because there is no gap between the goal and current performance.