

Percent of METCO Loans Past Due 90 Days or More Economic Development



KPI Owner: Scott Herrmann

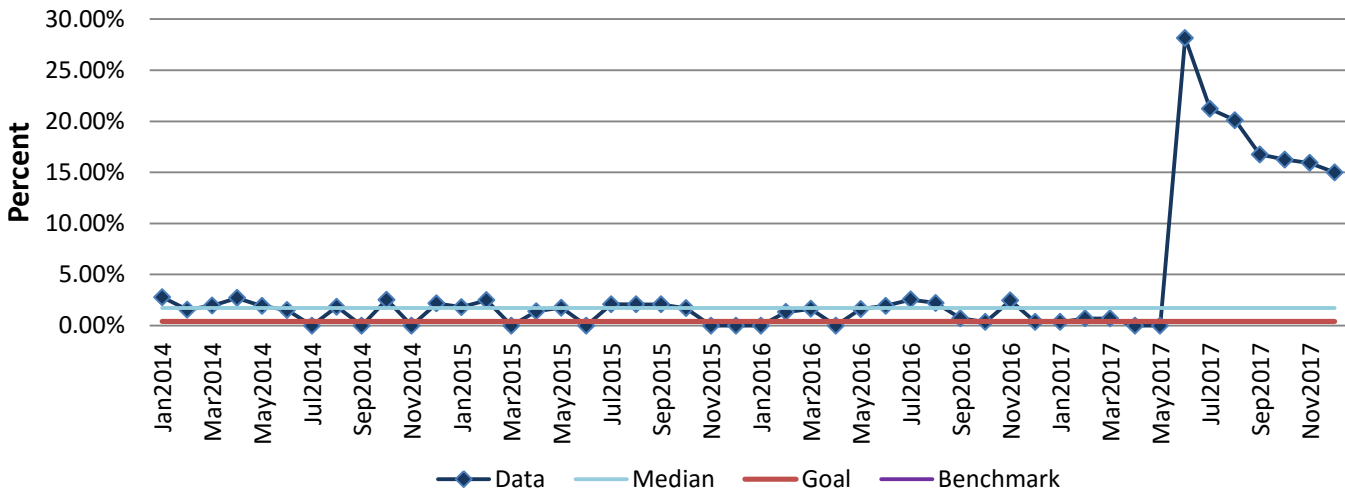
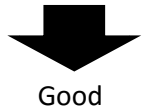
Process: Job Creation - Loan Repayment Rate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Annual goal 5% (0.42% each month) Benchmark: TBD	Data Source: Loan Repayment database Goal Source: Portfolio performance Benchmark Source:	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: TBD

How Are We Doing?

Jan2017-Dec2017 Goal	Jan2017-Dec2017 Actual		Dec2017 Goal	Dec2017 Actual	
0.4%	11.26%		0.42%	15.00%	
Percent	Percent		Percent	Percent	

Percent of METCO Loans Past Due 90 Days or More



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.