HUD Discrimination Cases Filed
Human Relations Commission

LouieStat

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: HEMS & TEAPOTS Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Count of discrimination cases filed by month. Why Measure: HUD requires information regarding status of cases. Next Improvement Step: TBD

How Are We Doing?

Nov2015-Oct2016 12 Month Goal	Nov2015-Oct2016 12 Month Actual		Oct2016 Goal	Oct2016 Actual	
TBD	**39**		**TBD**	**5**	
Cases Filed	Cases Filed		Cases Filed	Cases Filed	

HUD Discrimination Cases Filed

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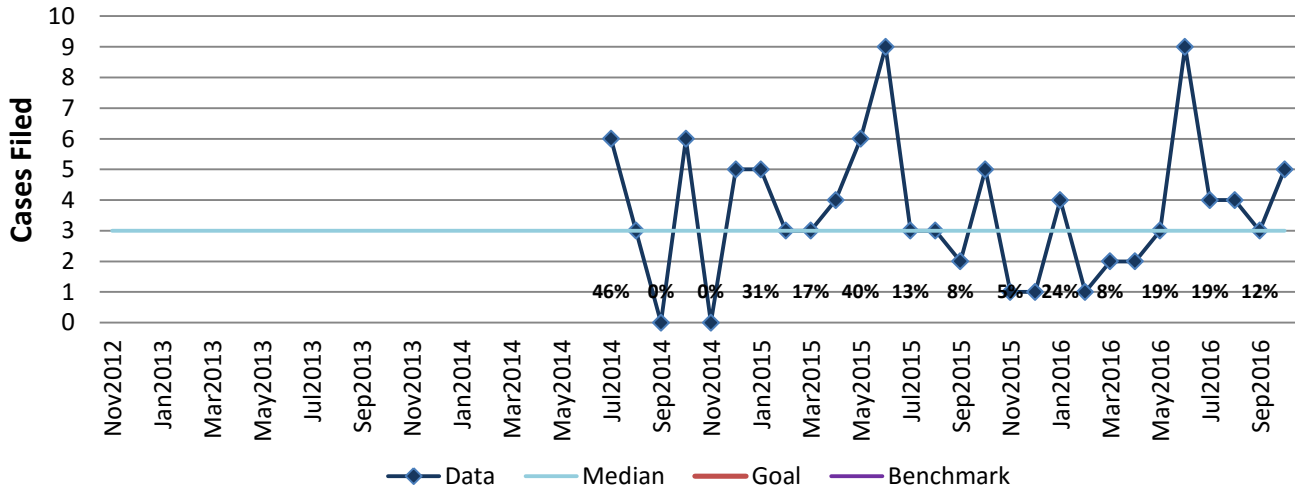
The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.