

# Average Age of HUD Discrimination Cases Human Relations Commission



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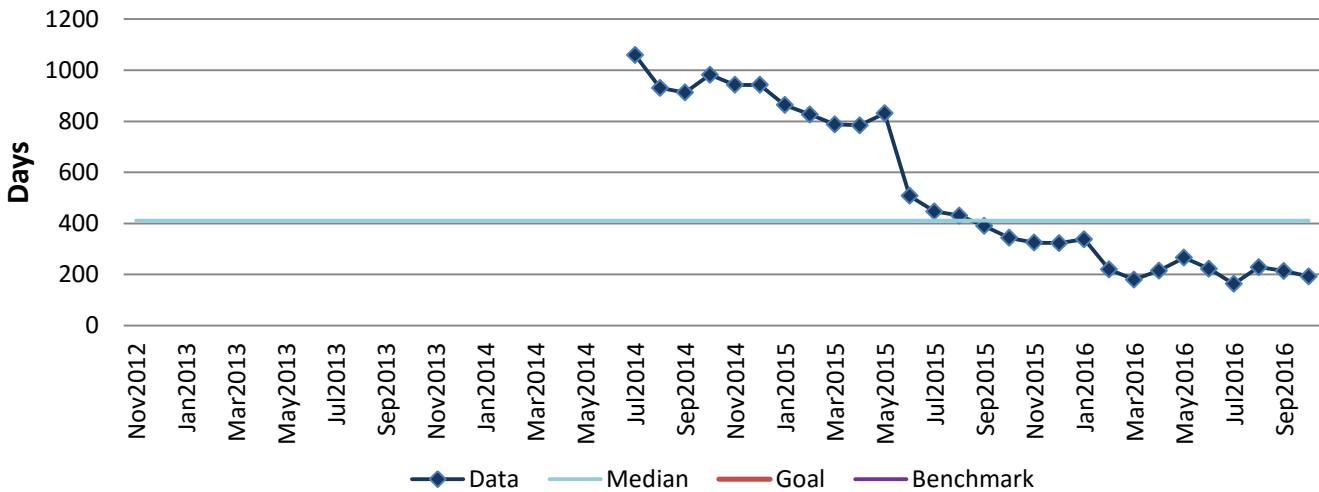
Process: Enforcement & Investigation of Discrimination

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: Average number of days open for HUD cases.  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 Average		Oct2016 Goal	Oct2016 Actual	
<b>TBD</b>	<b>241</b>	⬇	<b>TBD</b>	<b>193</b>	⬆
Days	Days		Days	Days	

## Average Age of HUD Discrimination Cases



**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.**