

Average Age of EEOC Discrimination Cases Human Relations Commission



KPI Owner: Rotonia Sanford

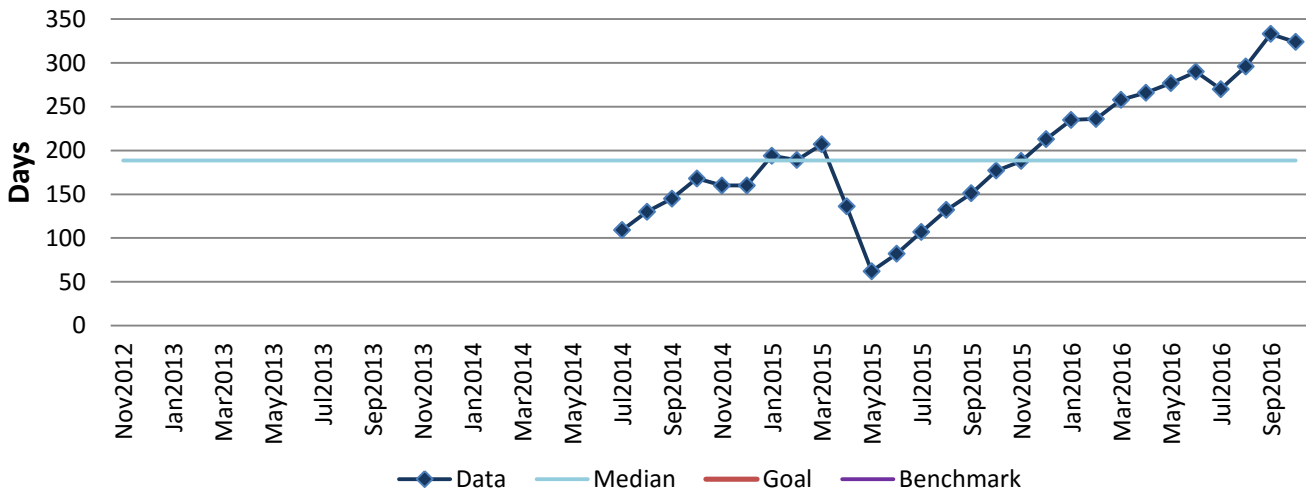
Process: Enforcement & Investigation of Discrimination

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: IMS Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Average number of days open for EEOC cases. Why Measure: EEOC 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	
TBD	266		TBD	324	
Days	Days		Days	Days	

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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.