

HUD Discrimination Cases Closed Human Relations Commission



KPI Owner: **Rotonia Sanford**

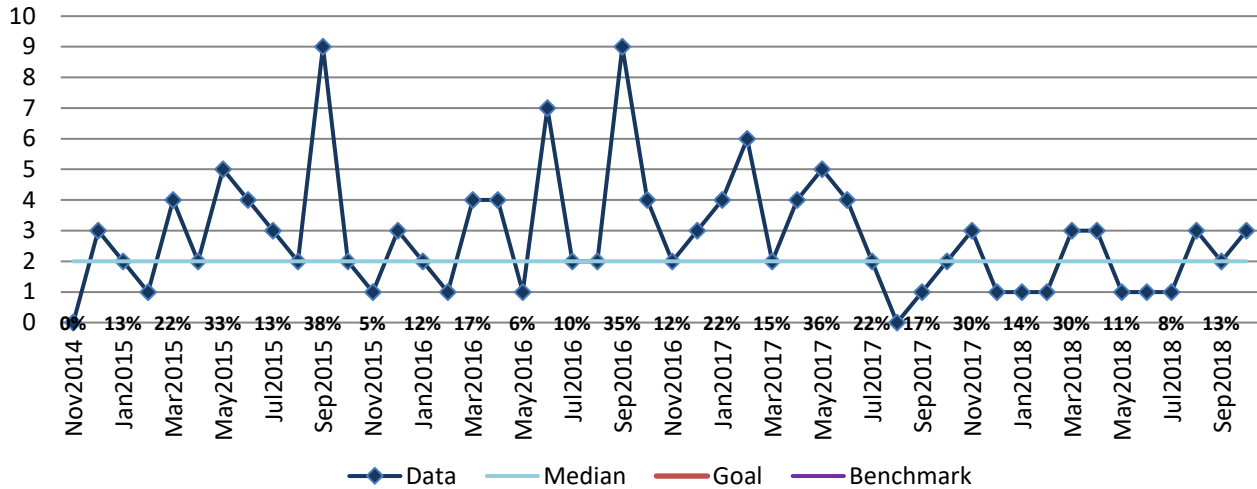
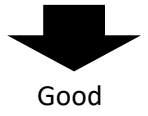
Process: **Enforcement & Investigation of Discrimination**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Goal: Benchmark: TBD	Data Source: HEMS 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?

Nov2017-Oct2018 12 Month Goal	Nov2017-Oct2018 12 Month Actual		Oct2018 Goal	Oct2018 Actual	
TBD	23		TBD	3	
Cases Closed	Cases Closed		Cases Closed	Cases Closed	

HUD Discrimination Cases Closed



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.