

# Average Age of HUD Discrimination Cases Human Relations Commission



KPI Owner: Rotonia Sanford

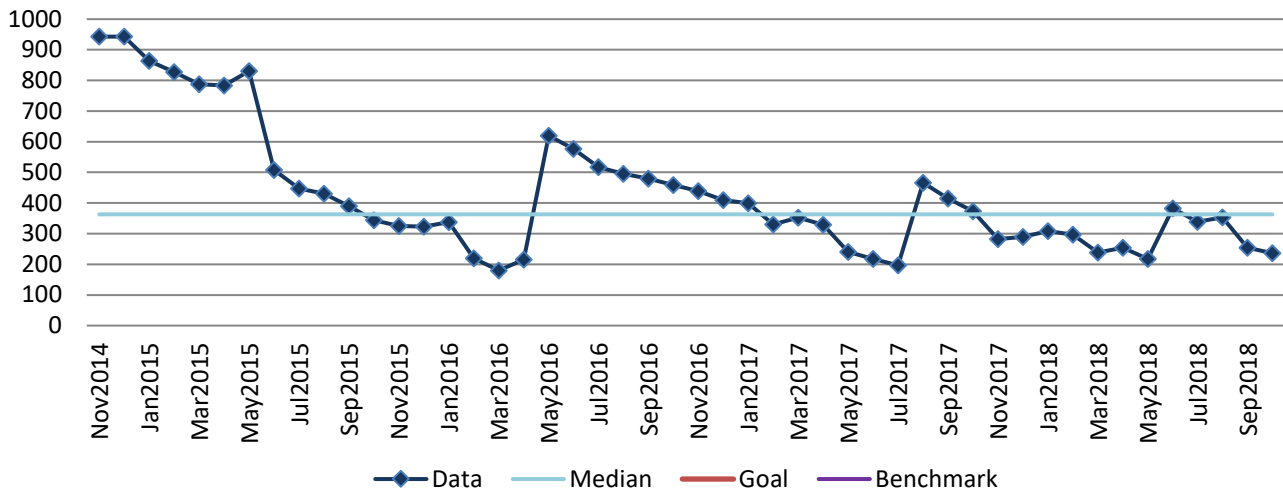
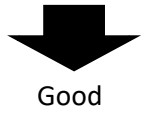
Process: Enforcement & Investigation of Discrimination

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: Average number of days open for HUD cases.  Why Measure: Average number of days open for HUD cases.  Next Improvement Step: TBD

### How Are We Doing?

Nov2017-Oct2018 12 Month Goal	Nov2017-Oct2018 12 Month Actual		Oct2018 Goal	Oct2018 Actual	
<b>TBD</b>	<b>3,451</b>		<b>TBD</b>	<b>236</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.**