

# EEOC Discrimination Cases Closed Human Relations Commission



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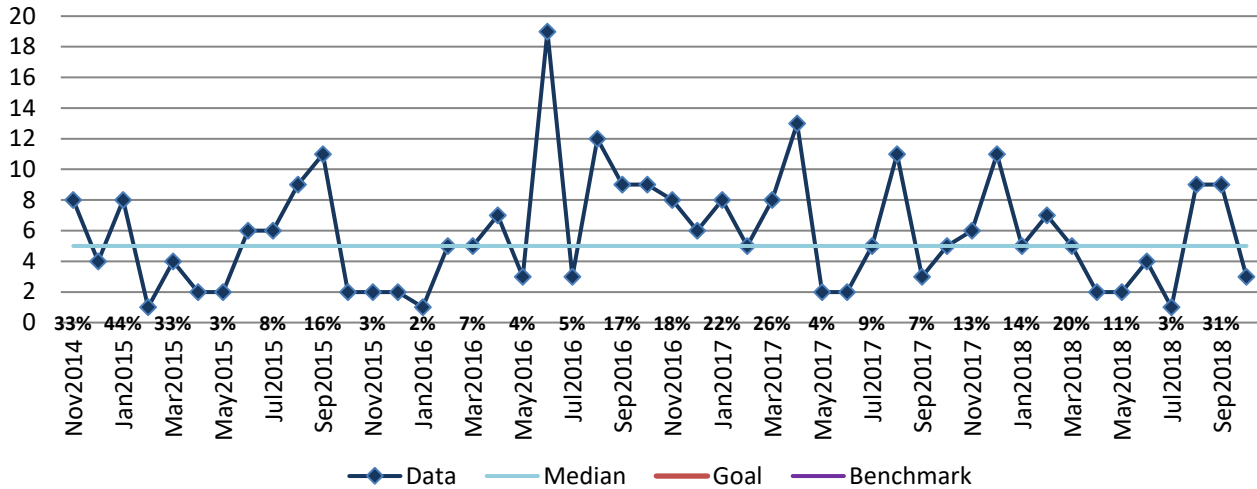
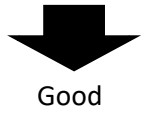
Process: Enforcement & Investigation of Discrimination

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Goal:  Benchmark: TBD	Data Source: IMS  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: EEOC 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	64		TBD	3	
Cases Closed	Cases Closed		Cases Closed	Cases Closed	

## EEOC 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.