

Certification Processing Time Human Relations Commission



KPI Owner: Bobbi Selmon

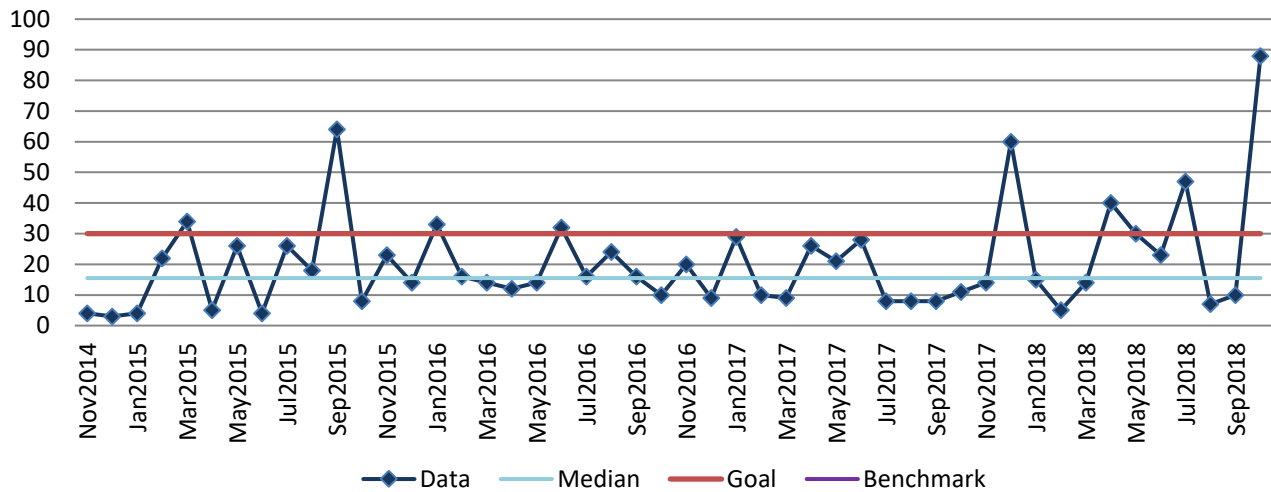
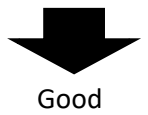
Process: Contract Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Goal: Benchmark: TBD	Data Source: B2GNow System Goal Source: Internal Policy Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Average number of days to process Certification applications Why Measure: Administrative policy is to process certification application in 30 days Next Improvement Step: TBD

How Are We Doing?

Nov2017-Oct2018 12 Month Goal	Nov2017-Oct2018 12 Month Actual		Oct2018 Goal	Oct2018 Actual	
360	353	🚦	30	88	🚦
Days	Days		Days	Days	

Certification Processing Time



We had one MFHBE certification application received 4/1/14 which was in the system and withdrawn after three years on 10/18/18. Processing time includes the time from when the certification was submitted until the time it is approved, denied, or withdrawn, and any amount of time it takes the vendor to provide missing documentation is also included.