

# Number of Certifications Human Relations Commission



KPI Owner: Bobbi Selmon

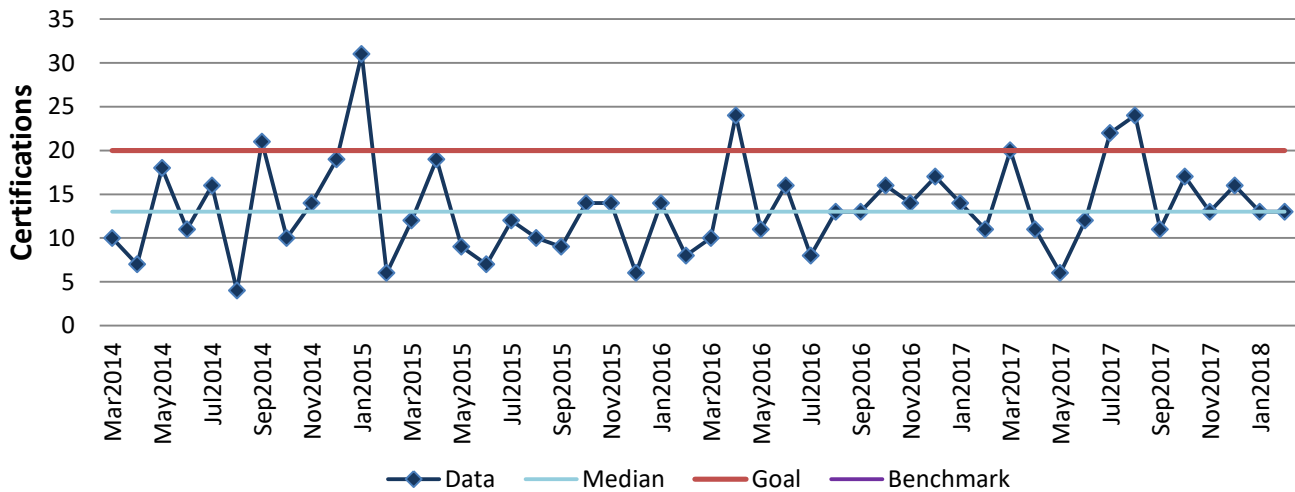
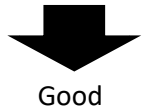
Process: Contract Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 20 per month  Benchmark: TBD	Data Source: B2GNow System  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Number of certification applications received  Why Measure: to ensure a sufficient supply of Certified MFHBE vendors  Next Improvement Step: TBD

### How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Actual		Feb2018 Goal	Feb2018 Actual	
<b>240</b>	<b>178</b>	🚦	<b>20</b>	<b>13</b>	🚦
Certifications	Certifications		Certifications	Certifications	

## Number of Certifications



**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.**