

Certification Processing Time Human Relations Commission



KPI Owner: Bobbi Selmon

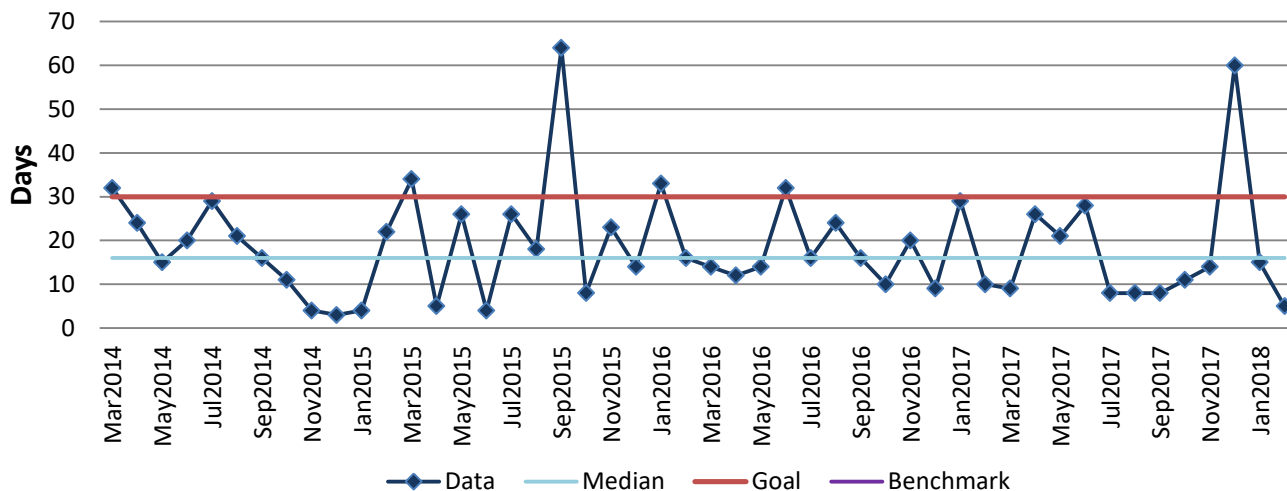
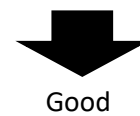
Process: Contract Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Average 18 days, CY16 Goal: Less than 30 days 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 applications in 30 days. Next Improvement Step: TBD

How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Average		Feb2018 Goal	Feb2018 Actual	
30	18		30	5	
Days	Days		Days	Days	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.