

# HUD Discrimination Cases Filed Human Relations Commission



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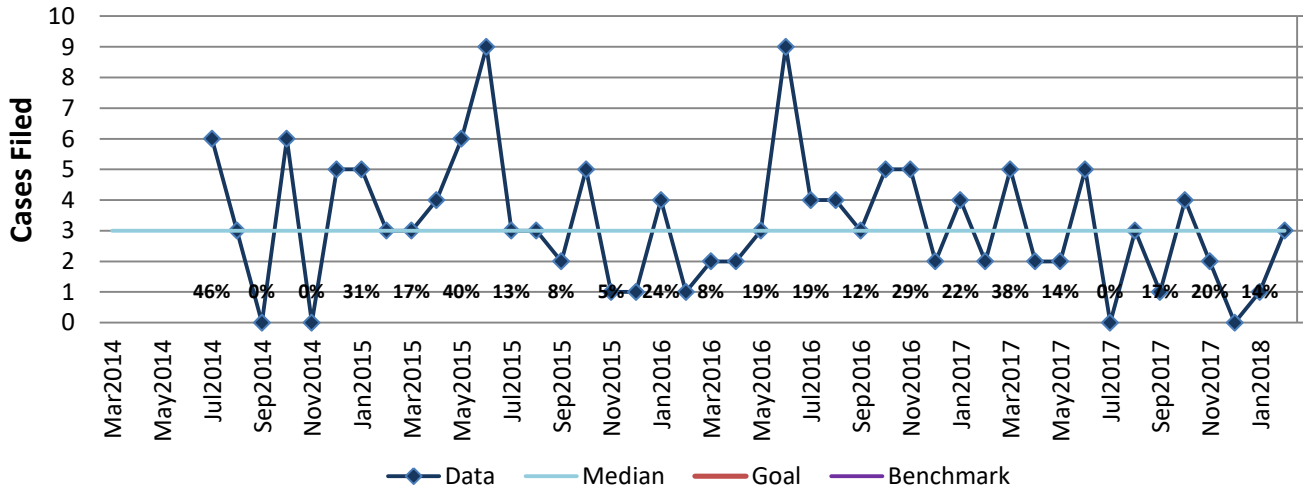
Process: Enforcement & Investigation of Discrimination

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD  Benchmark: TBD	Data Source: HEMS & TEAPOTS  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: HUD requires information regarding status of cases. Next Improvement Step: TBD

### How Are We Doing?

Mar2017-Feb2018 12 Month Goal	Mar2017-Feb2018 12 Month Actual		Feb2018 Goal	Feb2018 Actual	
<b>TBD</b>	<b>28</b>		<b>TBD</b>	<b>3</b>	
Cases Filed	Cases Filed		Cases Filed	Cases Filed	

## HUD Discrimination Cases Filed



**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.**