

HUD Discrimination Cases Closed Human Relations Commission



KPI Owner: Rotonia Sanford

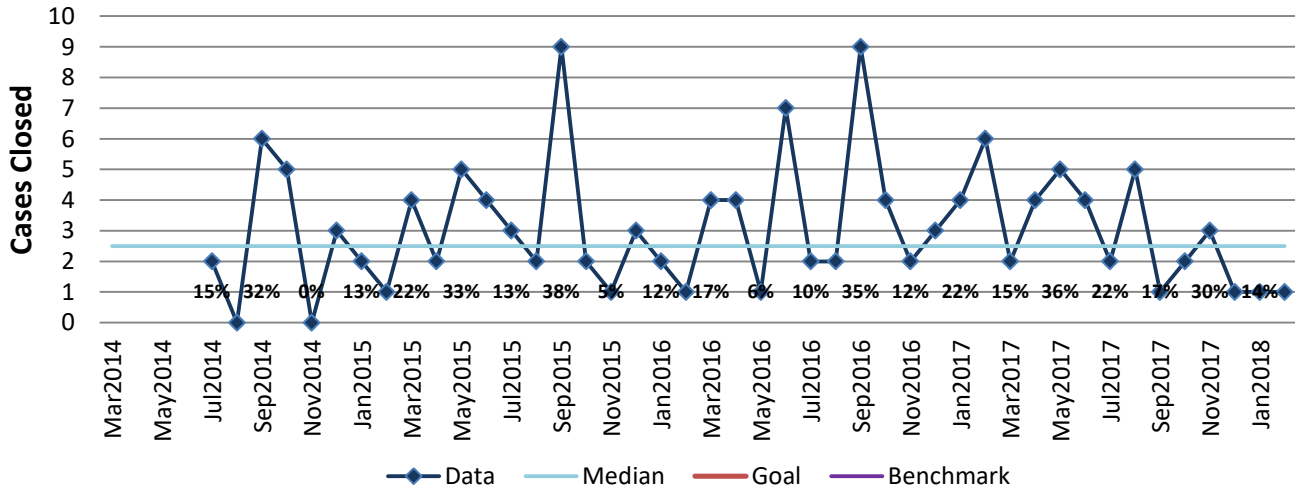
Process: Enforcement & Investigation of Discrimination

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	
TBD	31	⬇️	TBD	1	⬆️
Cases Closed	Cases Closed		Cases Closed	Cases Closed	

HUD 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.