

Average Age of HUD Discrimination Cases Human Relations Commission



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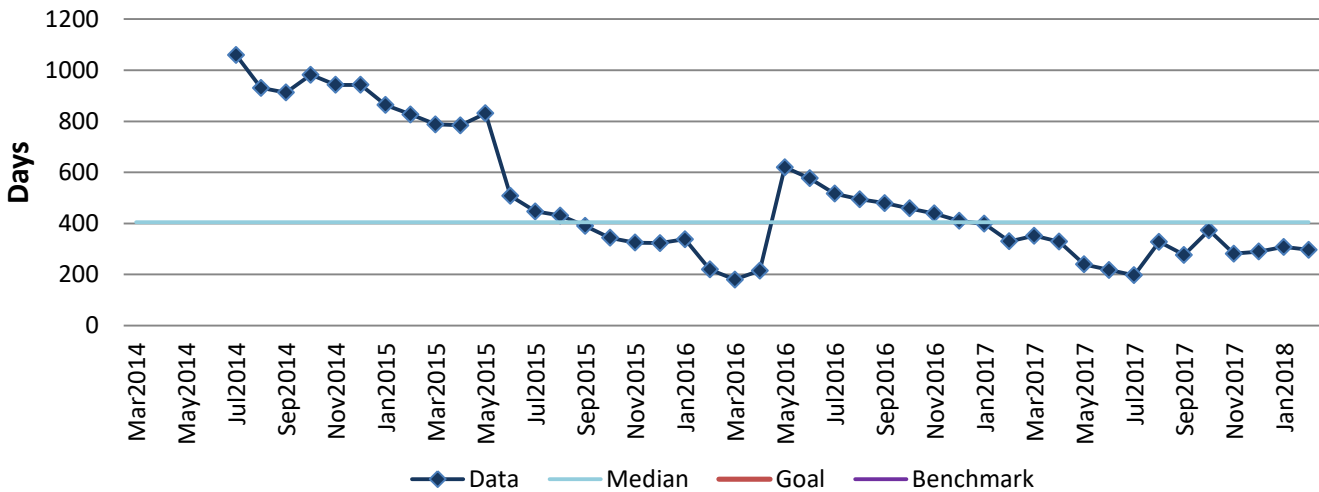
Process: Enforcement & Investigation of Discrimination

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: Average number of days open for HUD cases. 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 Average		Feb2018 Goal	Feb2018 Actual	
TBD	291		TBD	297	
Days	Days		Days	Days	

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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.