

EEOC Discrimination Cases Closed Human Relations Commission



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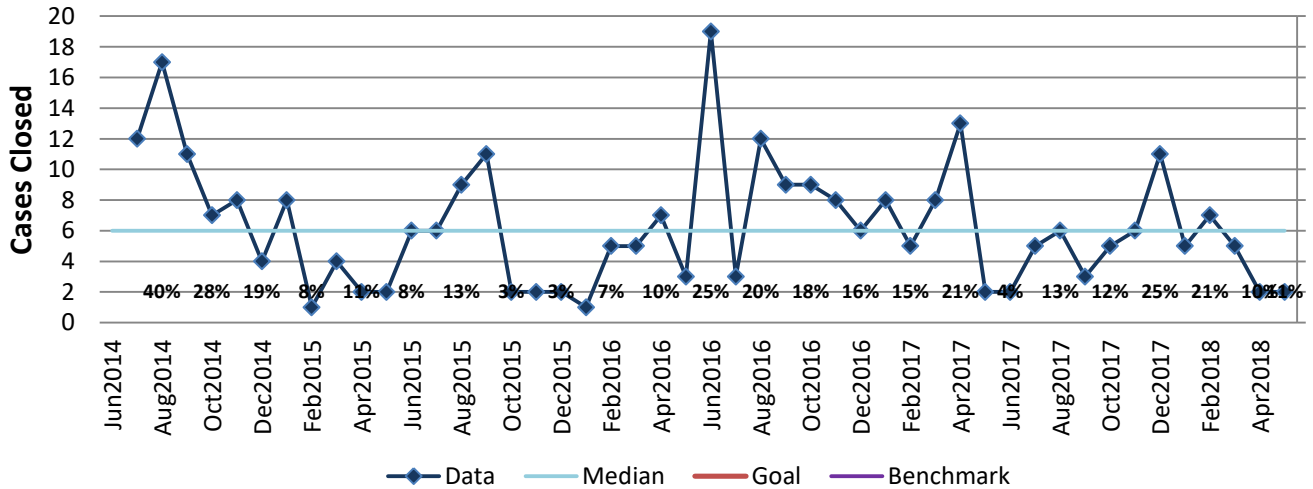
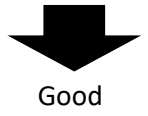
Process: Enforcement & Investigation of Discrimination

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

How Are We Doing?

Jun2017-May2018 12 Month Goal	Jun2017-May2018 12 Month Actual		May2018 Goal	May2018 Actual	
TBD	59		TBD	2	
Cases Closed	Cases Closed		Cases Closed	Cases Closed	

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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.