

Average Age of EEOC Discrimination Cases Human Relations Commission



KPI Owner: Rotonia Sanford

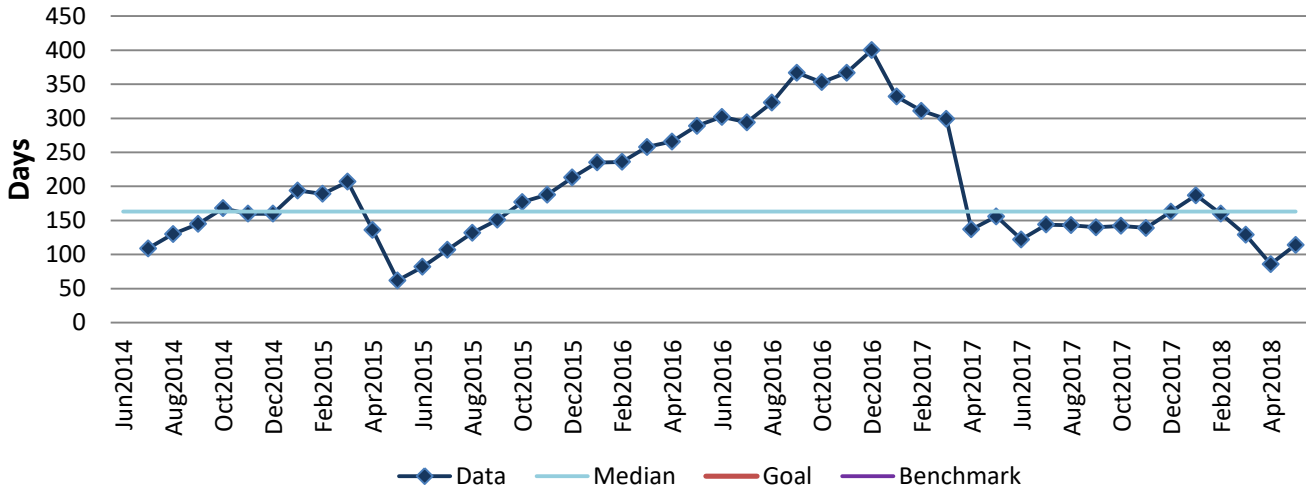
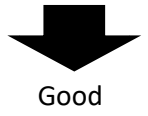
Process: Enforcement & Investigation of Discrimination

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: IMS Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Average number of days open for EEOC cases. 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 Average		May2018 Goal	May2018 Actual	
TBD	139		TBD	114	
Days	Days		Days	Days	

Average Age of EEOC Discrimination Cases



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.