

Number of Certifications Human Relations Commission



KPI Owner: Bobbi Selmon

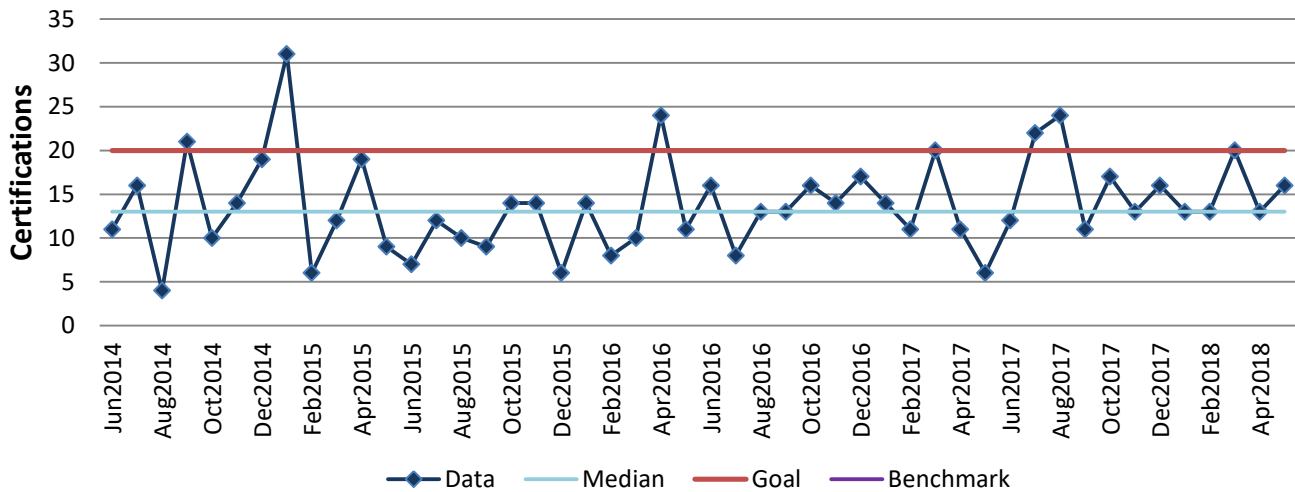
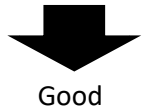
Process: Contract Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 20 per month Benchmark: TBD	Data Source: B2GNow System Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Number of certification applicatiios received Why Measure: to ensure a sufficient supply of certified MFHBE vendors Next Improvement Step: TBD

How Are We Doing?

Jun2017-May2018 12 Month Goal	Jun2017-May2018 12 Month Actual		May2018 Goal	May2018 Actual	
240	190		20	16	
Certifications	Certifications		Certifications	Certifications	

Number of Certifications



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.