

Certification Processing Time Human Relations Commission



KPI Owner: Bobbi Selmon

Process: Contract Compliance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Average 18 days, CY16 Goal: Less than 30 days Benchmark: TBD	Data Source: B2GNow System Goal Source: Internal Policy Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Average number of days to process Certification applications Why Measure: Administrative policy is to process certification application in 30 days Next Improvement Step: TBD

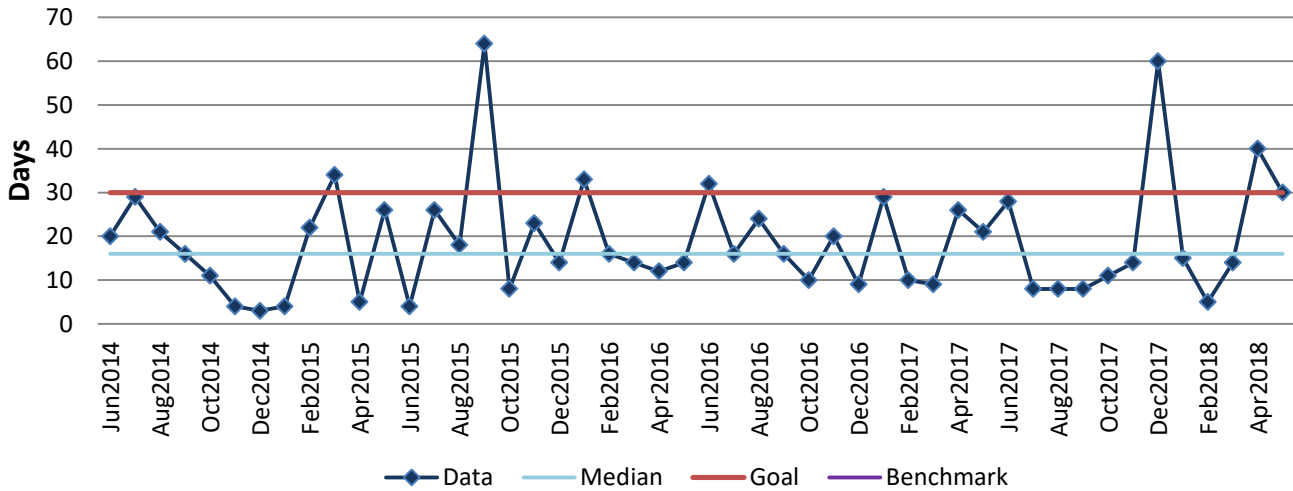
How Are We Doing?

Jun2017-May2018 12 Month Goal	Jun2017-May2018 12 Month Average		May2018 Goal	May2018 Actual	
30	20		30	30	
Days	Days		Days	Days	

Certification Processing Time



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.