

HUD Discrimination Cases Filed Human Relations Commission



KPI Owner: **Rotonia Sanford**

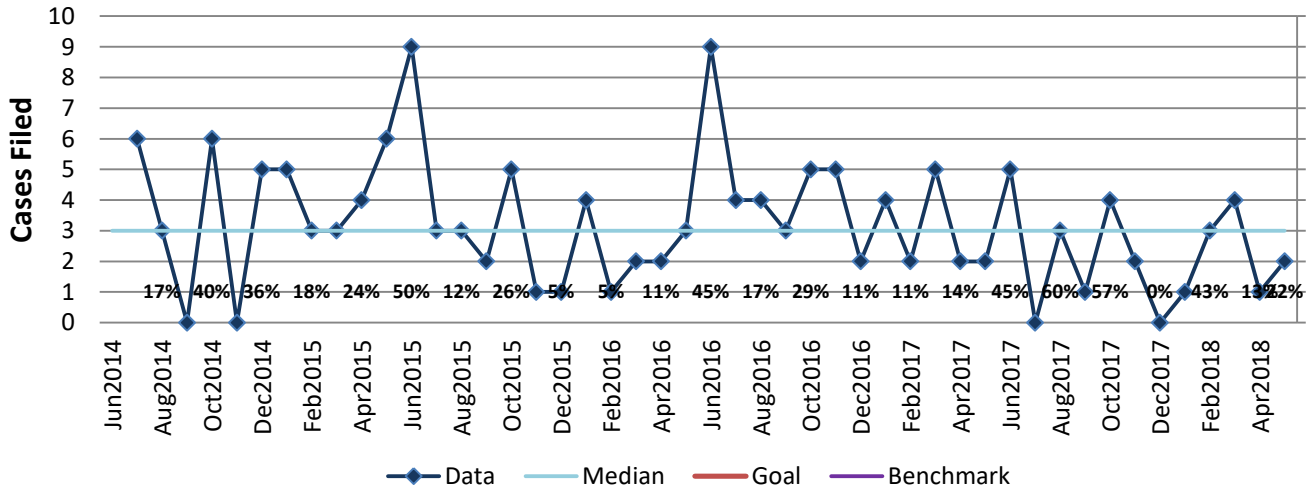
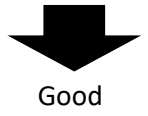
Process: **Enforcement & Investigation of Discrimination**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: HEMS 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: HUD 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	26		TBD	2	
Cases Filed	Cases Filed		Cases Filed	Cases Filed	

HUD Discrimination Cases Filed



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.