

# HUD Discrimination Cases Closed Human Relations Commission



KPI Owner: **Rotonia Sanford**

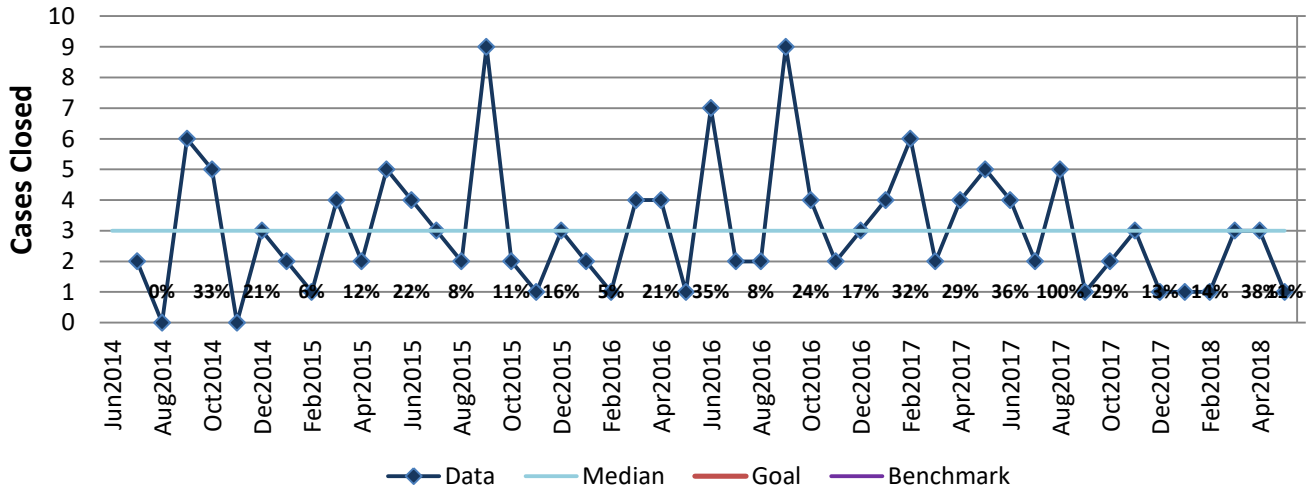
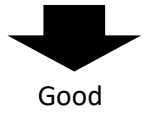
Process: **Enforcement & Investigation of Discrimination**

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	
<b>TBD</b>	<b>27</b>		<b>TBD</b>	<b>1</b>	
Cases Closed	Cases Closed		Cases Closed	Cases Closed	

## HUD Discrimination Cases Closed



**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.**