

# Average Age of HUD Discrimination Cases Human Relations Commission



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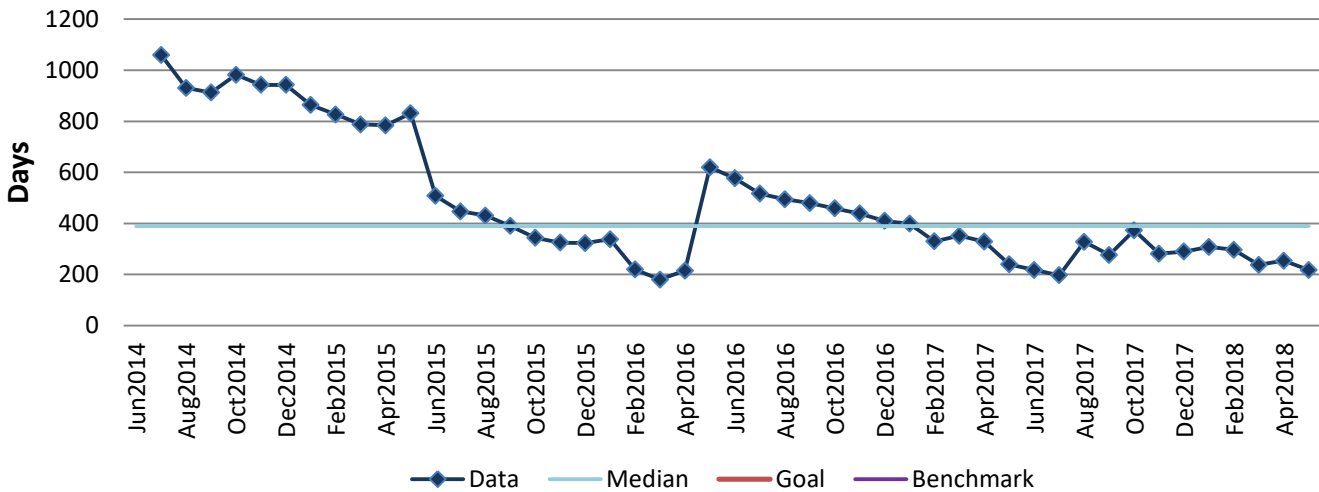
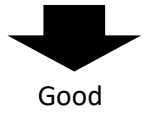
Process: Enforcement & Investigation of Discrimination

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: Average number of days open for HUD cases.  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 Average		May2018 Goal	May2018 Actual	
<b>TBD</b>	<b>273</b>		<b>TBD</b>	<b>218</b>	
Days	Days		Days	Days	

## Average Age of HUD 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.**