

PSU Complaints Louisville Metro Police Department



KPI Owner: Deputy Chief Michael Sullivan

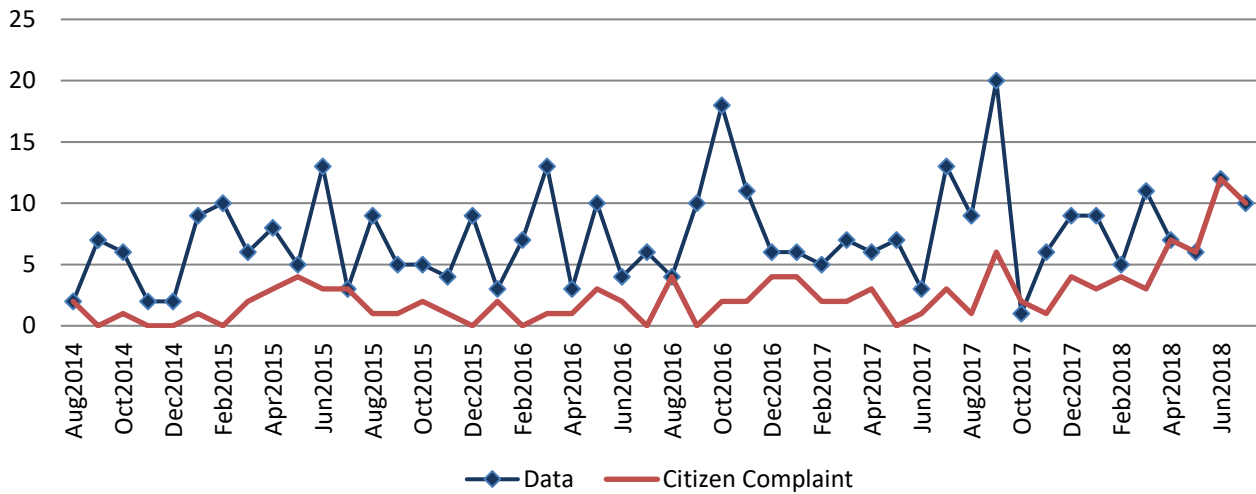
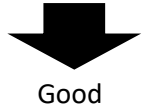
Process: Special Investigations

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13, 129 Goal: Reduce complaints compared to previous year Benchmark: N/A	Data Source: LMPD PSU Goal Source: N/A Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of PSU complaints that are taken each month year Why Measure: To ensure LMPD is providing professional service by assisting in identifying and correcting training deficiencies Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

Aug2016-Jul2017 12 Month Actual	Aug2017-Jul2018 12 Month Actual		Aug2016-July2017 12 Month Actual	Aug2017-Jul2018 12 Month Actual	
96	105	⬇	27	59	⬆
Chief Initiated	Chief Initiated		Citizen Complaints	Citizen Complaints	

PSU Complaints



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.