

Professional Standards Unit 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

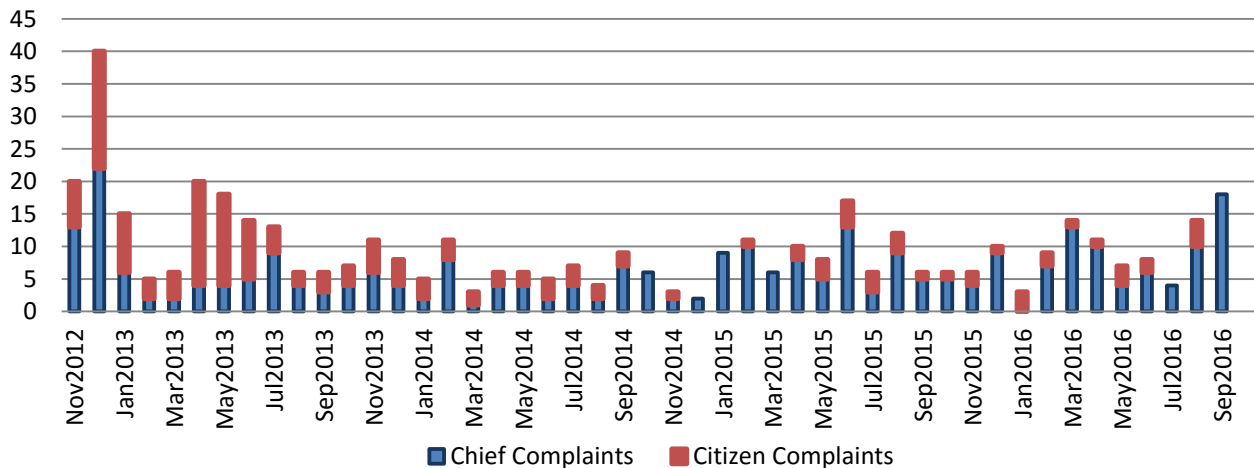
How Are We Doing?

Nov2015-Oct2016 12 Month Actual	Nov2015-Oct2016 12 Month Actual	Nov2015-Oct2016 12 Month Actual	Oct2016 Actual	Oct2016 Actual	Oct2016 Actual
20	90	110	0	18	18
Citizen Complaints	Chief Complaints	Total Complaints	Citizen Complaints	Chief Complaints	Total Complaints

Professional Standards Unit



Good



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.