

# 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?

Dec2016-Nov2017 12 Month Goal	Dec2016-Nov2017 12 Month Actual		Nov2017 Goal	Nov2017 Actual	
<b>97</b>	<b>92</b>		<b>10</b>	<b>6</b>	
<b>Units</b>	<b>Units</b>		<b>Units</b>	<b>Units</b>	

## Professional Standards Unit

