

# Professional Standards Unit Louisville Metro Police Department



KPI Owner: Deputy Chief Michael Sullivan

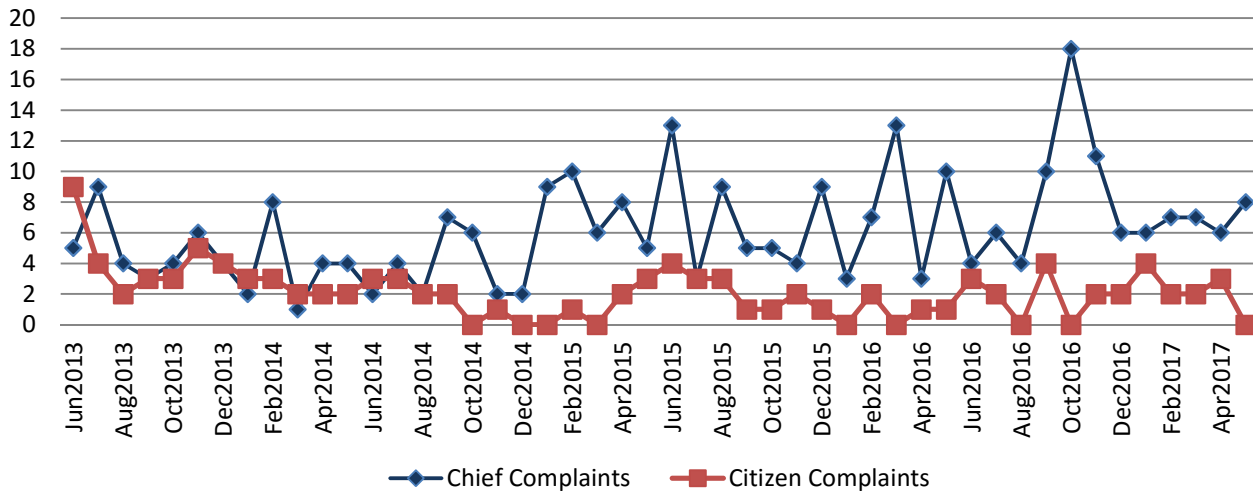
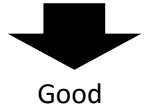
Process: Special Investigations

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?

Jun2016-May2017 12 Month Goal	Jun2016-May2017 12 Month Actual	Jun2016-May2017 12 Month Actual	May2017 Actual	May2017 Actual	May2017 Actual
<b>24</b>	<b>93</b>	<b>117</b>	<b>0</b>	<b>8</b>	<b>8</b>
Citizen Complaints	Chief Complaints	Total Complaints	Citizen Complaints	Chief Complaints	Total Complaints

## Professional Standards Unit



**The seven basic quality tools, "5Whys" 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.**