

Unsatisfied Clients Resilience & Community Services



KPI Owner: Anna Wallace

Process: Improve Internal Collaboration Goal

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 20% from original pilot survey Goal: <10% Benchmark: 20% from original pilot survey	Data Source: Online Customer SVC. Survey Goal Source: Dept. Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: % of clients who respond less than "agree" on overall satisfaction (#12) of survey Why Measure: Strategic plan goal KPI Next Improvement Step: Validate problem, improve survey collection practices

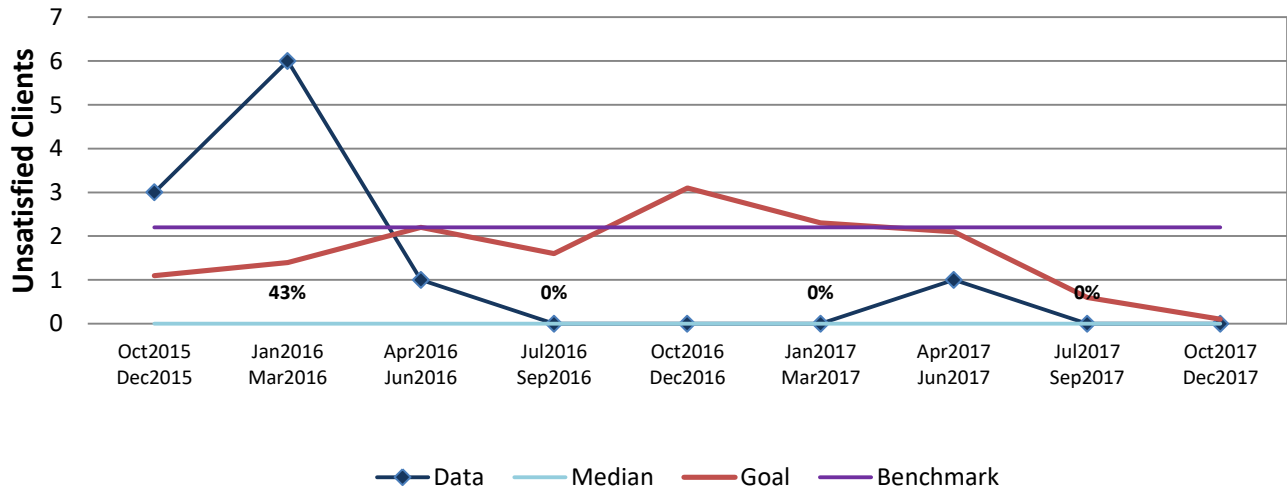
How Are We Doing?

Jan2013-Dec2017 5 Year Goal	Jan2013-Dec2017 5 Year Actual		Oct2017-Dec2017 Goal	Oct2017-Dec2017 Actual	
15	11		0	0	
Unsatisfied Clients	Unsatisfied Clients		Unsatisfied Clients	Unsatisfied Clients	

Unsatisfied Clients



Good



Root cause analysis is not necessary because there is no gap between the goal and current performance.