

# Unmet Pathways Opportunities for Improvement Resilience & Community Services



KPI Owner: Andrew Bates

Process: Build Operational Excellence Goal

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 200 in original feedback report Goal: Zero OFIs remaining unmet by 2020  Benchmark: N/A	Data Source: Pathways Feedback Report  Goal Source: Award for Excellence Standards  Benchmark Source: N/A	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Opportunities for Improvement from Pathways Report; progress evaluated by category team leads  Why Measure: to assess effort to become world-class in field Next Improvement Step: Generate and prioritize potential solutions

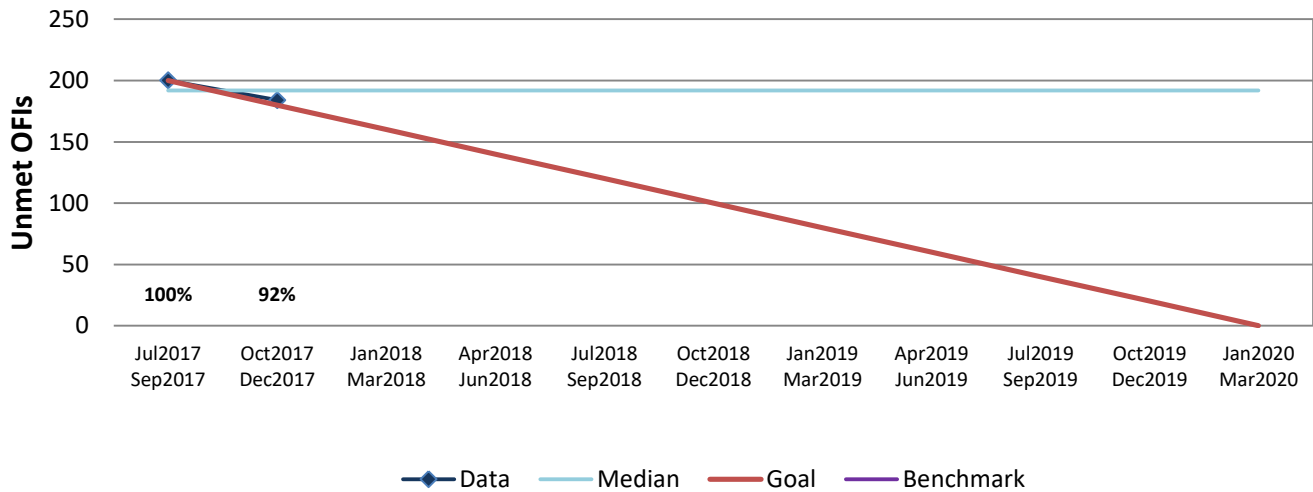
## How Are We Doing?

Jul2017-Mar2020 5 Year Goal	Jul2017-Mar2020 5 Year Actual		Oct2017-Dec2017 Goal	Oct2017-Dec2017 Actual	
<b>0</b>	<b>184</b>		<b>180</b>	<b>184</b>	
Unmet OFIs	Unmet OFIs		Unmet OFIs	Unmet OFIs	

## Unmet Pathways Opportunities for Improvement



Good



## Oct2014-Mar2020 Pareto Analysis

