

# Unmet pathways Opportunities for Improvement Resilience & Community Services



KPI Owner: Faith Aeilts

Process: Build Operational Excellence Goal

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 186 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

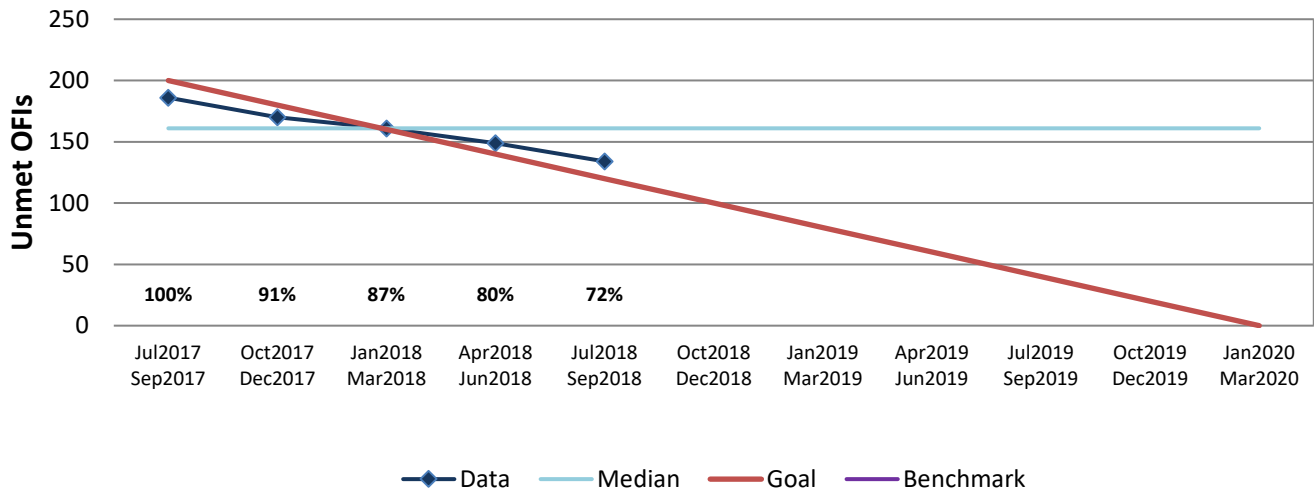
## How Are We Doing?

Apr2015-Mar2020 5 Year Goal	Jul2017-Mar2020 3 Year Actual		Jul2018-Sep2018 Goal	Jul2018-Sep2018 Actual	
<b>0</b>	<b>134</b>		<b>120</b>	<b>134</b>	
Unmet OFIs	Unmet OFIs		Unmet OFIs	Unmet OFIs	

## Unmet pathways Opportunities for Improvement



Good



## Oct2014-Mar2020 Pareto Analysis

