

# Professional Standards Unit Complaints Louisville Metro Police Department



KPI Owner: Assistant Chief Greg Burns

Process: Special Investigations

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13, 129 Goal: N/A  Benchmark: N/A	Data Source: LMPD PSU Unit Goal Source: N/A  Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Measure the number of PSU complaints that are taken each month. Why Measure: To ensure LMPD is providing professional service and to assist in identifying and correcting training deficiencies Next Improvement Step: TBD

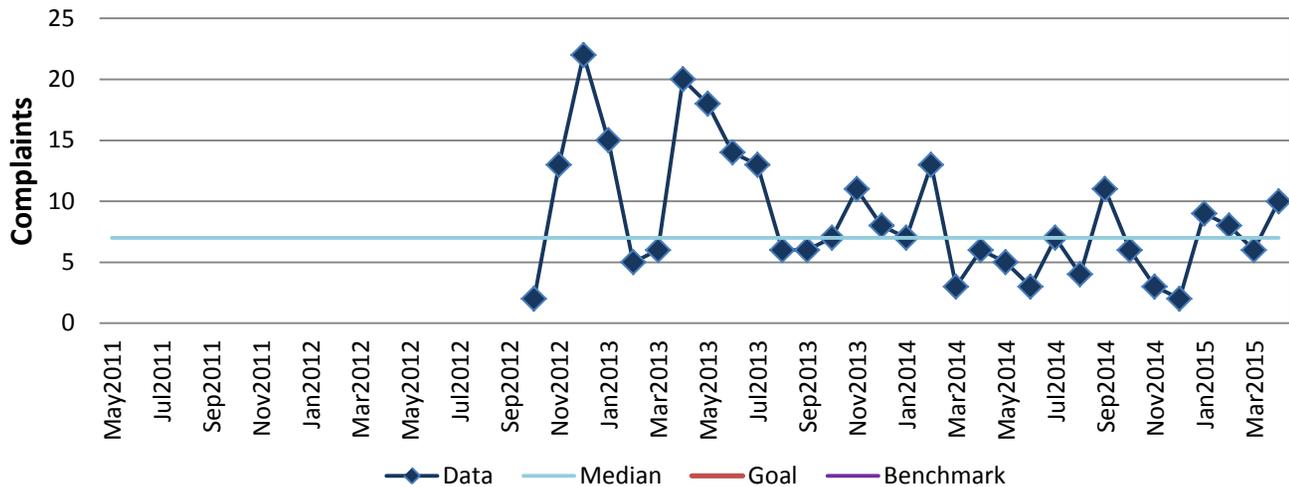
### How Are We Doing?

May2014-Apr2015 12 Month Goal	May2014-Apr2015 12 Month Actual		Apr2015 Goal	Apr2015 Actual	
<b>TBD</b>	<b>74</b>		<b>TBD</b>	<b>10</b>	
Complaints	Complaints		Complaints	Complaints	

## Professional Standards Unit Complaints



Good



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