

National Crime Information Center (NCIC) Validations EMA/MetroSafe



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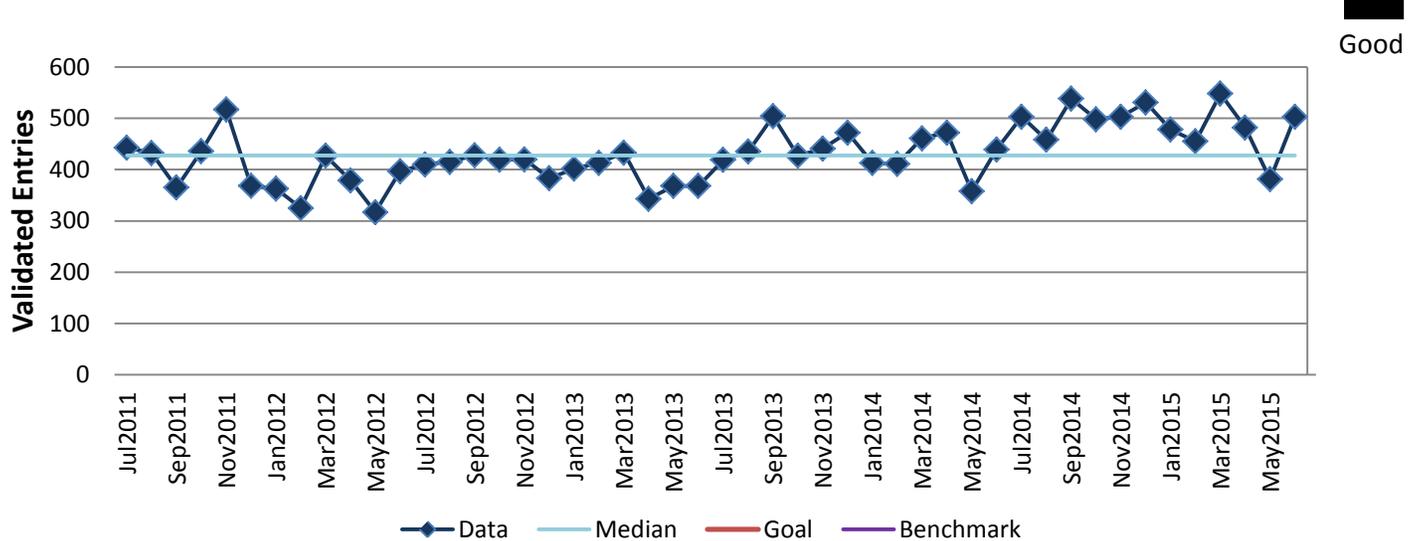
Process: Enter and Validate Information to the NCIC

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 438 validations per month in FY14 Goal: TBD Benchmark: None	Data Source: OpenFox Goal Source: TBD Benchmark Source: N/A	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: The number of entries validated in the National Crime Information Center each month Why Measure: Accurate and timely entries help officer and community safety Next Improvement Step: The NCIC division started a Lean project on property validations on 6/2/15 and will complete it by the end of August

How Are We Doing?

Jul2014-Jun2015 12 Month Goal	Jul2014-Jun2015 12 Month Actual		Jun2015 Goal	Jun2015 Actual	
TBD	5,878		TBD	503	
Validated Entries	Validated Entries		Validated Entries	Validated Entries	

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.