

# Professional Standards Unit 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: Continue to monitor and diagnose

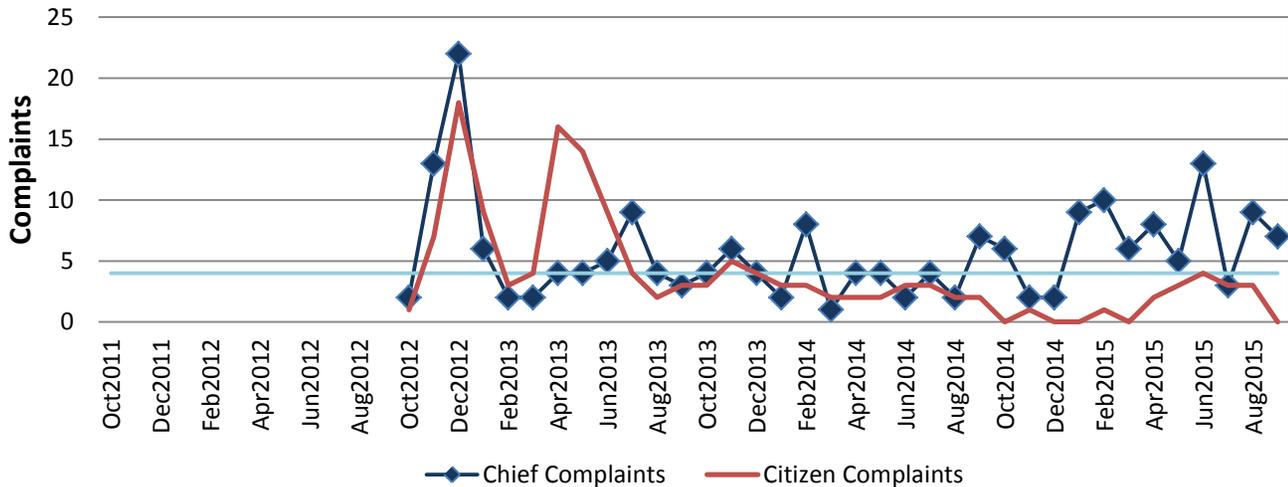
### How Are We Doing?

12 Month Citizen Complaints	12 Month Chief Complaints		Sep 2015 Citizen Complaints	Sep 2015 Chief Complaints	
<b>18</b>	<b>74</b>		<b>4</b>	<b>13</b>	
Complaints	Complaints		Complaints	Complaints	

## Professional Standards Unit



Good



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