

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: Reduce complaints compared to previous year 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: # of PSU complaints that are taken each month Why Measure: To ensure LMPD is providing professional service by assisting in identifying and correcting training deficiencies Next Improvement Step: Continue to monitor and diagnose

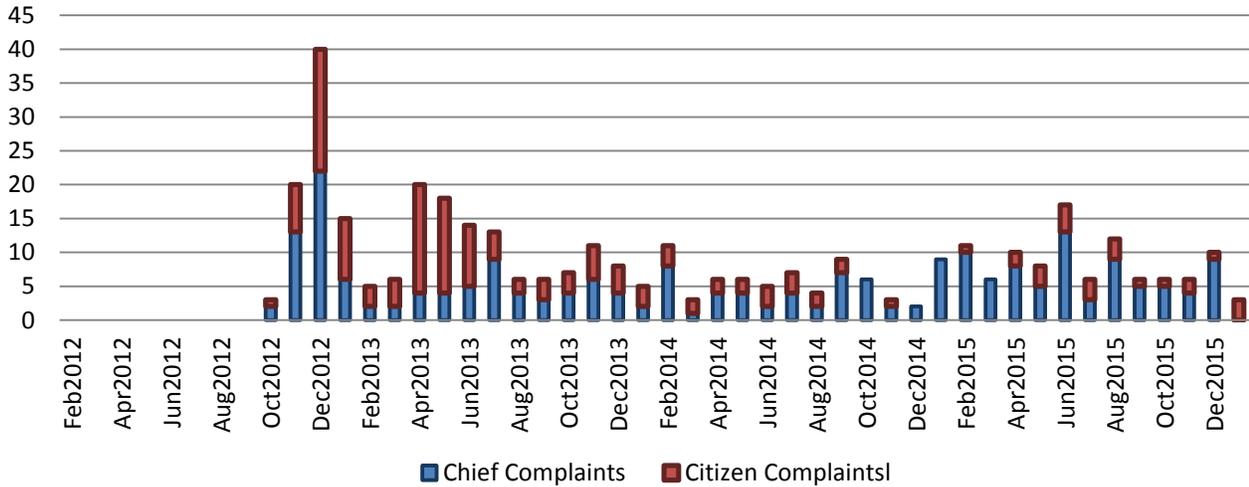
How Are We Doing?

2015 actual to date	2016 actual to date		Jan 2015	Jan 2016	
9	3		9	3	
Complaints	Complaints		Complaints	Complaints	

Professional Standards Unit



Good



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