

Equal Employment Opportunity Commission (EEOC) Discrimination Cases Closed



Human Relations Commission

KPI Owner: Rotonia Sanford

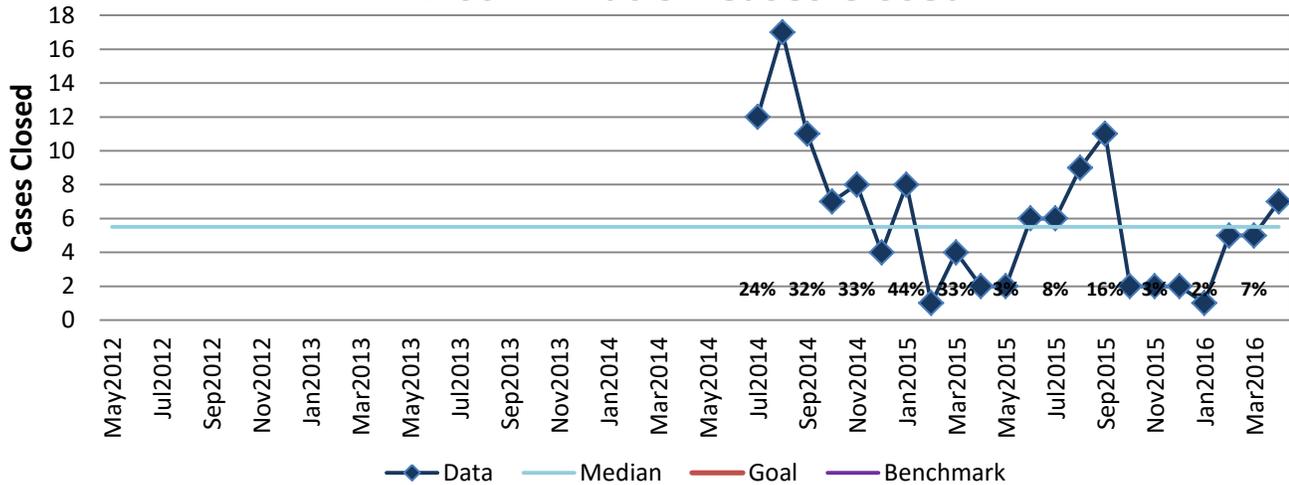
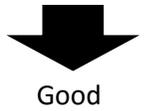
Process: Enforcement & Investigation of Discrimination

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal:TBD Benchmark: TBD	Data Source: IMS Goal Source: TBD Benchmark Source: TBD	N/A - Input Measure Measurement Method: Count of discrimination cases closed by month. Why Measure: EEOC requires information regarding status of cases. Next Improvement Step: TBD

How Are We Doing?

May2015-Apr2016 12 Month Goal	May2015-Apr2016 12 Month Actual		Apr2016 Goal	Apr2016 Actual	
TBD	58		TBD	7	
Cases Closed	Cases Closed		Cases Closed	Cases Closed	

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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.