

Amount of METCO Loans Closed Economic Development



KPI Owner: David Morris

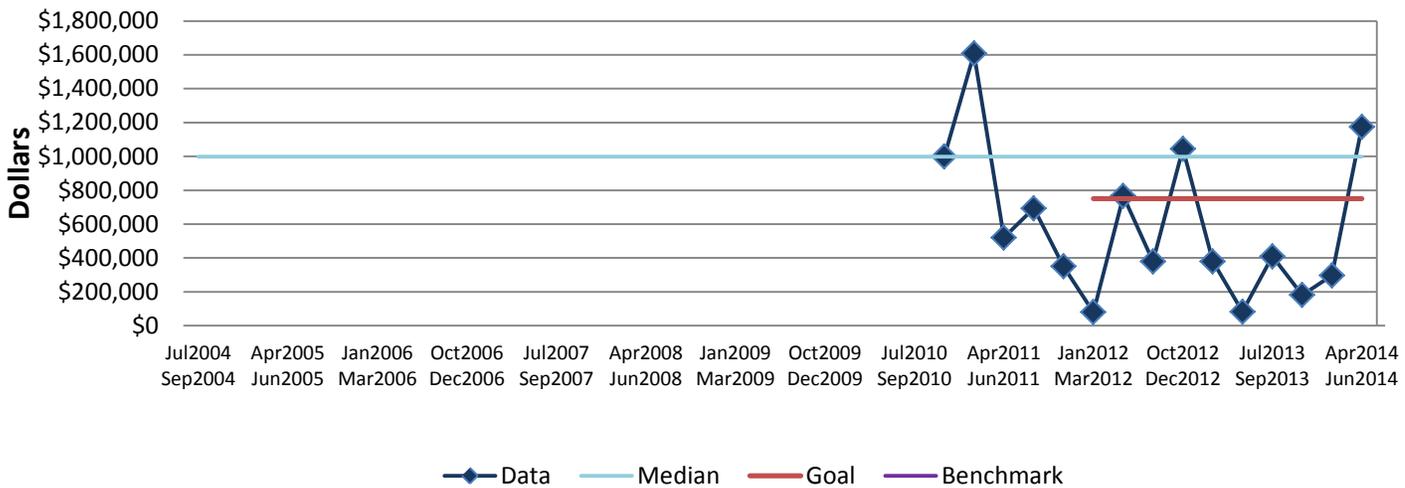
Process: Job creation-Outcome Measure

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13, \$2,196,144 closed Goal: \$3M in METCO loans per FY/\$750K quarterly Benchmark: TBD	Data Source: Excel Database Goal Source: TBD Benchmark Source: TBD	Select Plan-Do-Check-Act Step Measurement Method: Measure the dollar value of METCO loans which support small business Why Measure: The monthly sum of the dollar value of close METCO loans Next Improvement Step:

How Are We Doing?

Jul2009-Sep2014 5 Year Goal	Jul2009-Sep2014 5 Year Actual		Jul2014-Sep2014 Goal	Jul2014-Sep2014 Actual	
\$8,250,000	\$9,964,567		\$750,000	\$997,800	
Dollars	Dollars		Dollars	Dollars	

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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.