




MiScorecard Performance Summary

Business Unit: Corporations, Securities & Commercial Licensing
Executive/Director Name: Julia Dale
Reporting Period: Aug 2019

Green >=90% of target
Yellow >= 75% - 90% of target
Red <75% of target
 Date Approved: 10/17/2019

Metric ID	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
Customer/Constituent								
CSCL-2	License Application Review	Green		90.0%	96.0%	100.0%	Monthly	Initial application review completed within 5 days.
Licensing								
CSCL-3	Corporation Document Review	Green		95.0%	99.4%	99.5%	Monthly	Review of documents within 3 days.
Complaint Processing								
CSCL-5	Complaint Investigation Stage Processing Time	Green		90.0%	93.8%	98.0%	Quarterly	Percent of complaints through the investigation stage within 180 days of Assignment. (these numbers also reflect audit and examination numbers)