

High Sick Leave Consumption Human Relations Commission



KPI Owner: Dinish Calhoun

Process: Time & Attendance

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|--|--|---|
| Baseline: FY14=17 employees or average of 1.4 Goal: TBD Benchmark: 9% LMG Top Quartile Oct2015 | Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study | Plan-Do-Check-Act Step 1: Define the problem Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Select an appropriate goal |

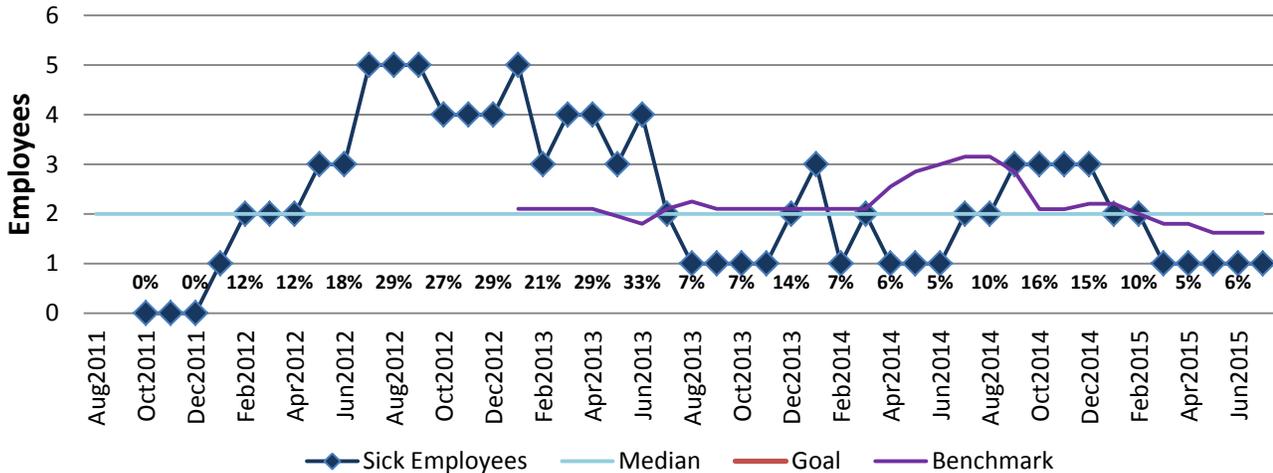
How Are We Doing?

| Aug2014-Jul2015 12 Month Avg Goal | Aug2014-Jul2015 12 Month Average | | Jul2015 Goal | Jul2015 Actual | |
|--------------------------------------|-------------------------------------|--|--------------|----------------|--|
| TBD | 2 | | TBD | 1 | |
| Employees | Employees | | Employees | Employees | |

High Sick Leave Consumption



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.

¹A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract