

# Hours Not Worked Develop Louisville



KPI Owner: Heather Plowman

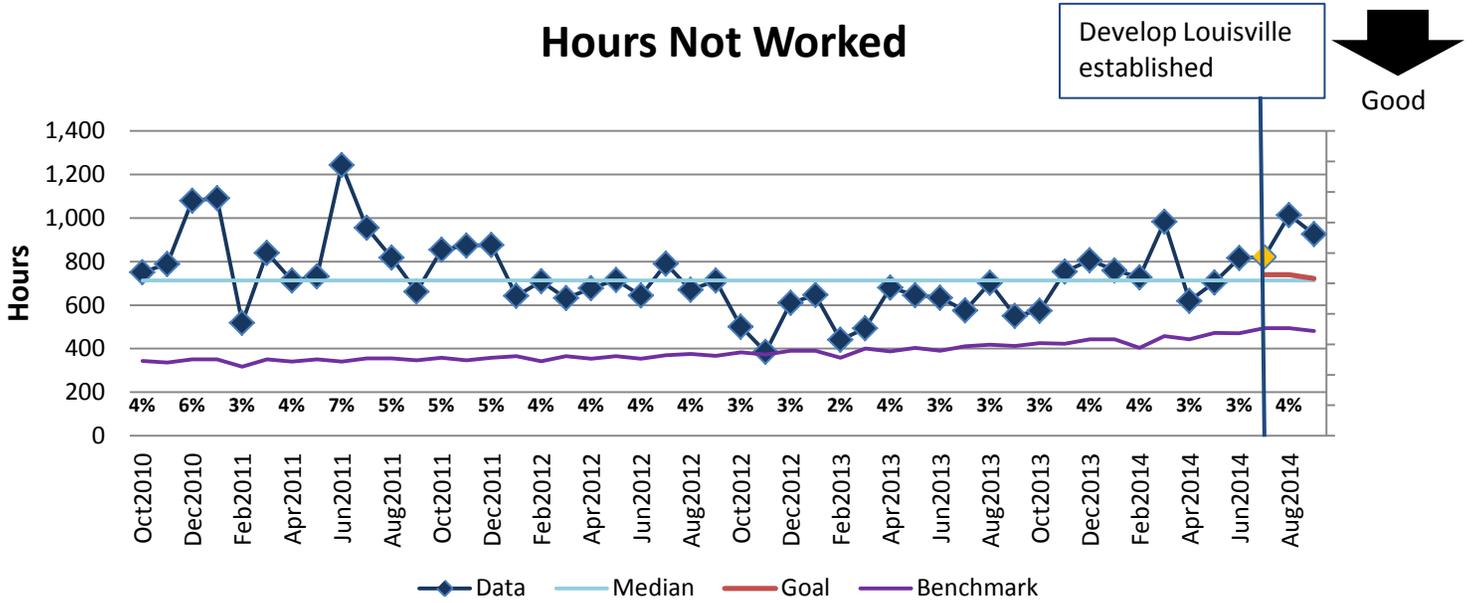
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Reduce Hours Not Worked to 3% of total hours earned by FY16 Benchmark: 2% of hours earned	Data Source: Pplsoft Payable Time Rprt Goal Source: Dept Leadership Team Benchmark Source: Bureau of Labor Stats	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Develop Louisville will verify the goal and establish a baseline

## How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
<b>8,179</b>	<b>9,509</b>		<b>722</b>	<b>926</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## Oct2013-Sep2014 Pareto Analysis

