

Hours Not Worked Metro Parks



KPI Owner: Nancy Ray

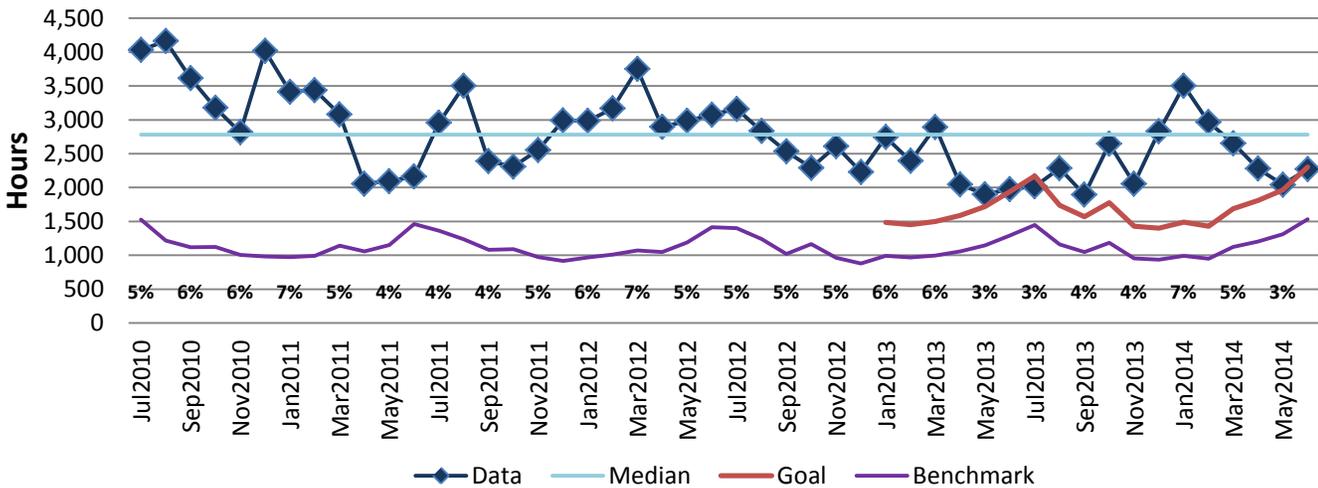
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 31,195 Hrs, 2,307 Hrs Monthly Goal: No more than 3% of Hours Not Worked in a month Benchmark: 2% of total hours worked	Data Source: Psoft Payable Time Goal Source: 2013 LouieStat Report Benchmark Source: Bureau of Labor Stats	Plan-Do-Check-Act Step 3: Determine and quantify root causes 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: Determine which root causes to address.

How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
20,766	29,458	🚦	2,302	2,274	🚦
Hours	Hours		Hours	Hours	

Hours Not Worked



Jul2013-Jun2014 Pareto Analysis

