

# High Sick Leave Consumption Metro Parks



KPI Owner: Nancy Ray

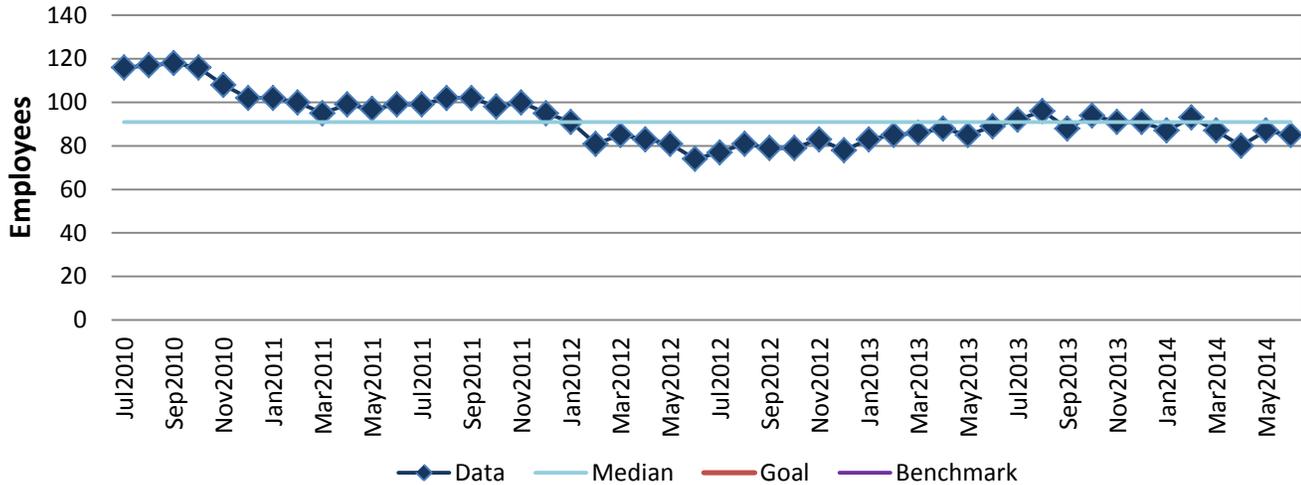
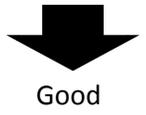
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, Avg 81 employees per month Goal: Reduce the number of employees with high sick leave consumption  Benchmark: 15%	Data Source: Psoft Payable Time  Goal Source: 2013 LouieStat KPI Report  Benchmark Source: OPI Study	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period  Why Measure: Promote a culture where sick time is used appropriately Next Improvement Step: Quantify root causes of high sick leave; investigate root causes by location & set target

## How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
<b>TBD</b>	<b>89</b>		<b>TBD</b>	<b>85</b>	
Employees	Employees		Employees	Employees	

## High Sick Leave Consumption



**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.**