

Hours Not Worked Emergency Medical Services



KPI Owner: Jordan Mudd

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2013 = 3,308 monthly avg or 7% Goal: Compared to a baseline of 3,308 hours per month, reduce Hours Not Worked to 3.5% of total hours per month. Benchmark: 2%	Data Source: PeopleSoft Goal Source: LouieStat KPI Report Benchmark Source: Bureau of Labor Stats	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: To improve employee staffing Next Improvement Step: Continue to reduce lost time injuries and monitor sick leave usage.

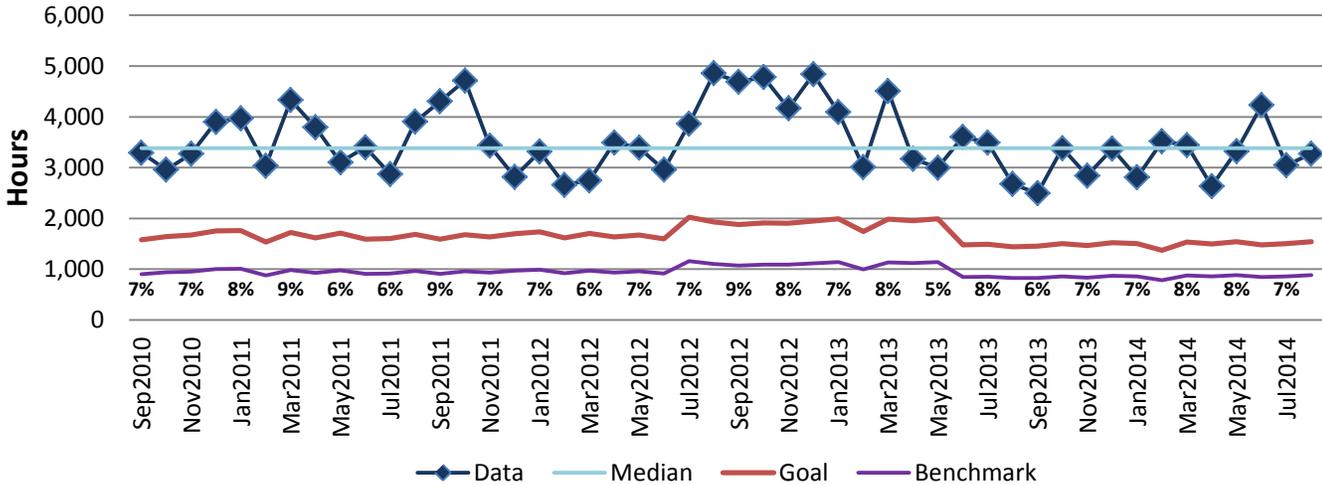
How Are We Doing?

Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
17,940	38,383		1,544	3,276	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Sep2013-Aug2014 Pareto Analysis

