

High Sick Leave Consumption Public Works & Assets Streets & Roads



KPI Owner: Jeff Brown

Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 40% of total employees - Oct 2012 Goal: Reduce the number of employees with high sick leave consumption to 25% or less of all employees. Benchmark: 15% calendar year 2012	Data Source: Payable Time Peoplesoft Goal Source: Dept Management Team Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions 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 in which sick time is used appropriately Next Improvement Step: Implement new sick leave report across all divisions and validate effectiveness

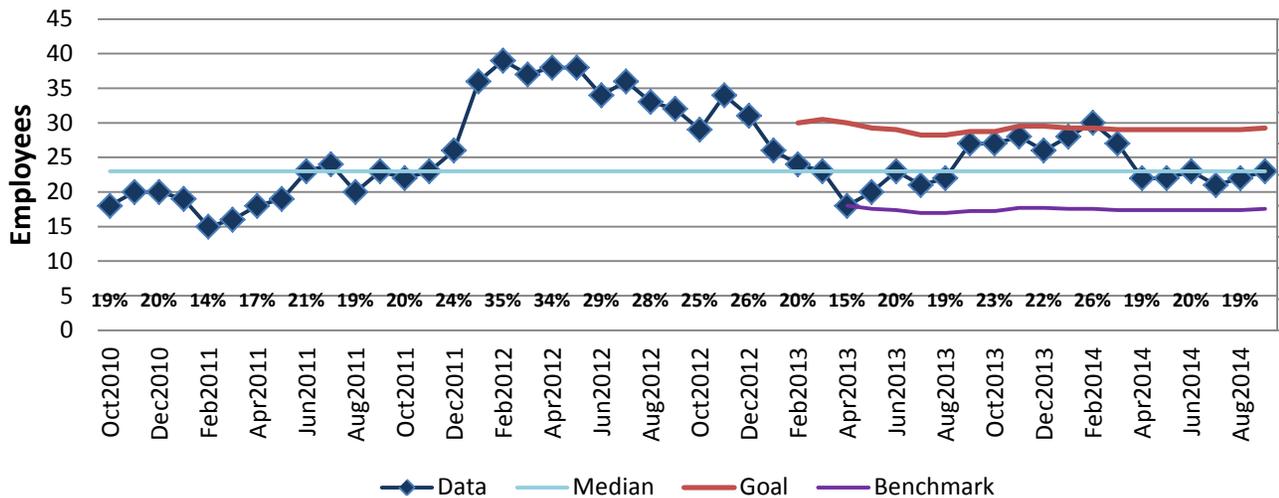
How Are We Doing?

Sep2013-Sep2014 12 Month Avg Goal	Sep2013-Sep2014 12 Month Average		Sep2014 Goal	Sep2014 Actual	
29	25	🚦	29	23	🚦
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



Good



Brainstormed Root Causes

Culture

Union Contracts

Lack of Incentives and/or Disincentives

Lack of Knowledge