

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: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Enterprise KPI for productivity Benchmark Source: Bureau Labor Statistics	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), rate calculated by dividing the total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Determine which root cause driver to address. Review baseline, goal, and benchmark.

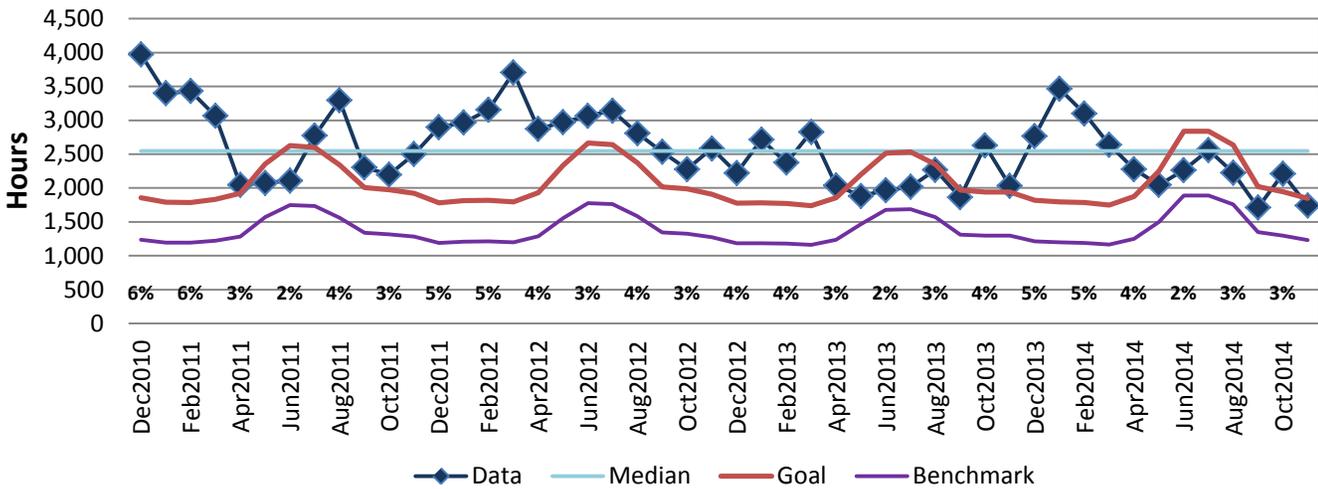
How Are We Doing?

Dec2013-Nov2014 12 Month Goal	Dec2013-Nov2014 12 Month Actual		Nov2014 Goal	Nov2014 Actual	
25,404	29,010		1,849	1,741	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Dec2013-Nov2014 Pareto Analysis

