

Hours Not Worked EMA/MetroSafe



KPI Owner: Tonya Sangester

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 1,909 hours monthly avg in FY13 Goal: Reduce Hours Not Worked to 3% of all hours earned in a month Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Dept Management Team Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Complete a staffing analysis and continue to implement wellness offerings (quiet room, yoga, exercise equipment, wellness Tuesdays, weight loss challenge)

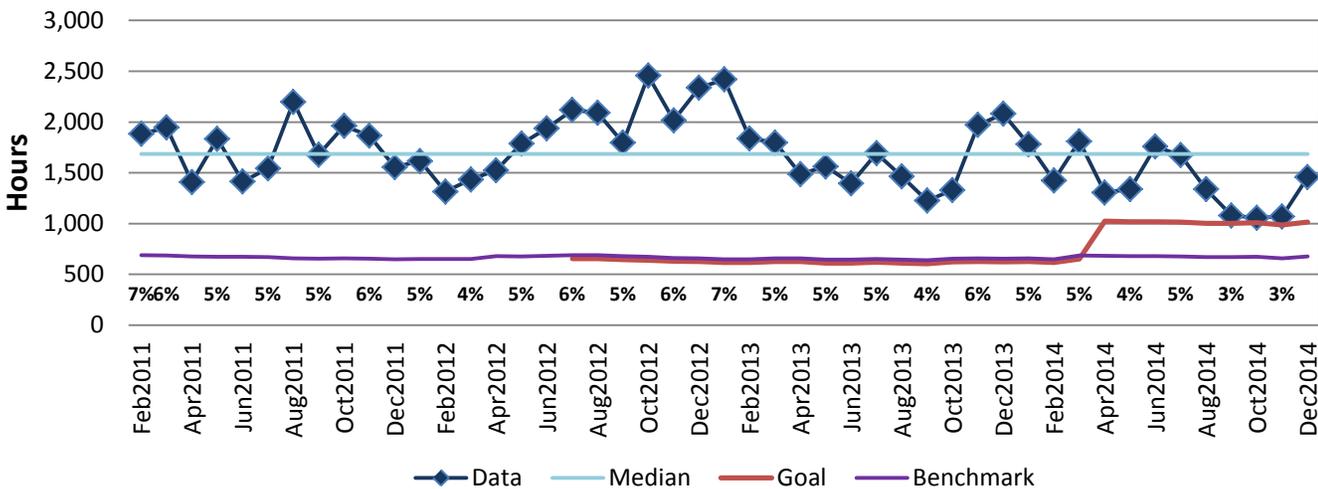
How Are We Doing?

Jan2014-Dec2014 12 Month Goal	Jan2014-Dec2014 12 Month Actual		Dec2014 Goal	Dec2014 Actual	
10,988	17,096		1,014	1,457	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Jan2014-Dec2014 Pareto Analysis

