

High Sick Leave Consumption Zoo



KPI Owner: Cathy Bowling

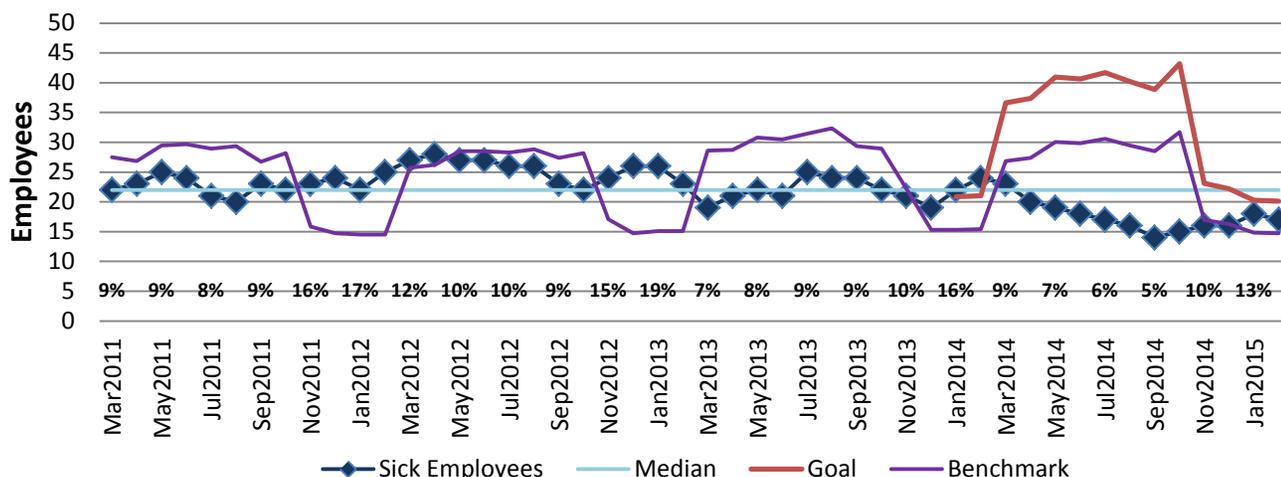
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 13, 21.5 Monthly Average Goal: <=15% of all employees w/ High Sick Leave Consumption Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of employees who used 9 or more out of 12 sick days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Continue to Monitor and Diagnose

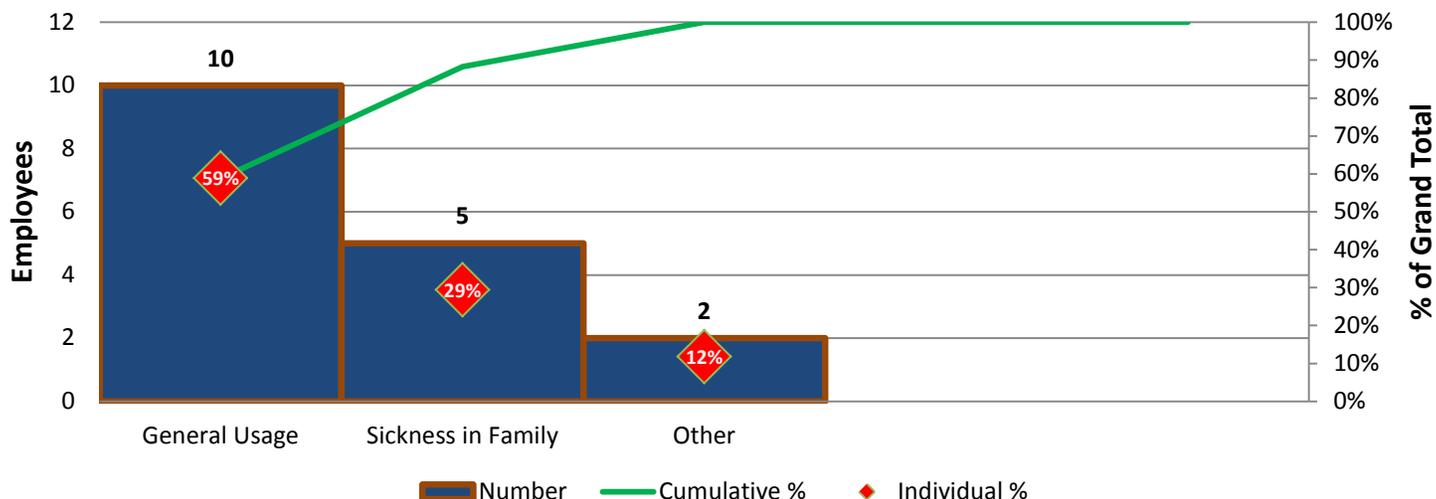
How Are We Doing?

Feb2014-Feb2015 12 Month Avg Goal	Feb2014-Feb2015 12 Month Average		Feb2015 Goal	Feb2015 Actual	
34	17		20	17	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



Mar2014-Feb2015 Pareto Analysis



¹A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract