

Hours Not Worked Emergency Medical Services



KPI Owner: Jordan Mudd

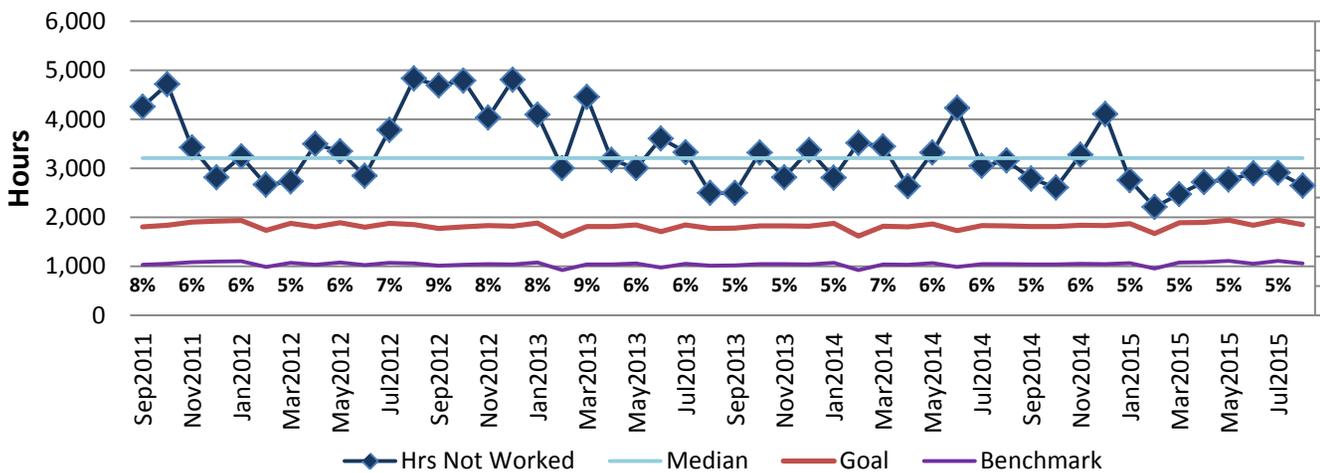
Process: Staffing Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY15= 2,900 monthly average (5.5%) Goal: Maintain the hours not worked to at least 3.5% per month. Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary 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: Implement solutions from Six Sigma Injury Project. Partner with Union to reevaluate and improve EMS sick point policy.

How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
22,190	34,163		1,850	2,644	
Hours	Hours		Hours	Hours	

Hours Not Worked



Sep2014-Aug2015 Pareto Analysis

