

High Sick Leave Consumption Zoo



KPI Owner: Cathy Bowling

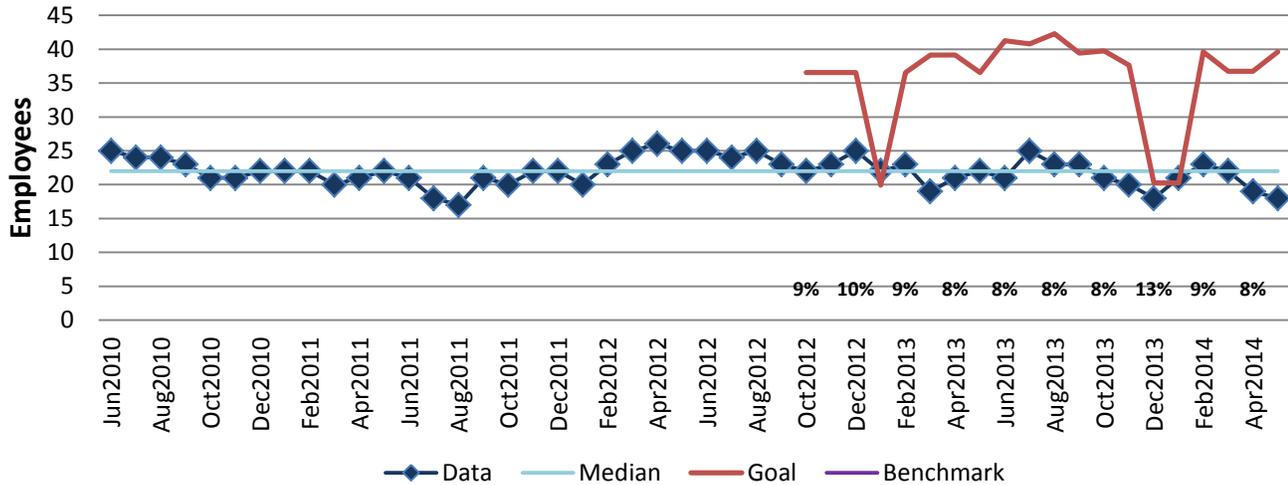
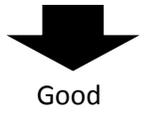
Process: Sick Leave Management

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: 15%	Data Source: Psoft Payable Time Goal Source: 2013 LouieStat Reports Benchmark Source: OPI Internal Study	Plan-Do-Check-Act Step 8: Monitor and diagnose 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 where sick time is used appropriately Next Improvement Step: Continue to Monitor and Diagnose

How Are We Doing?

Jun2013-May2014 12 Month Goal	Jun2013-May2014 12 Month Actual		May2014 Goal	May2014 Actual	
36	21		40	18	
Employees	Employees		Employees	Employees	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.