

# High Sick Leave Consumption Human Resources



KPI Owner: Sherri Toohey-Taylor

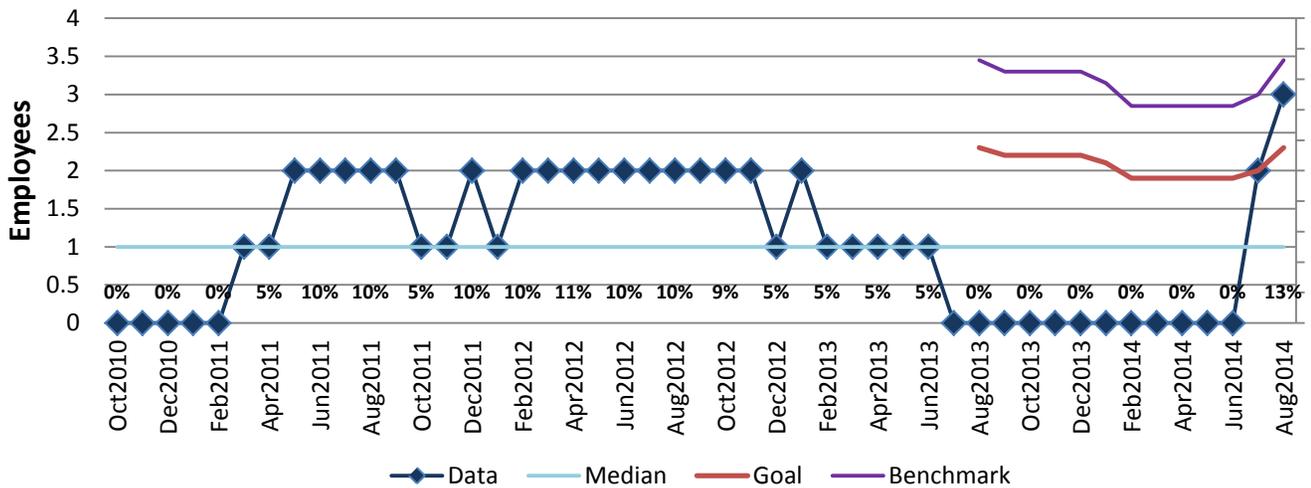
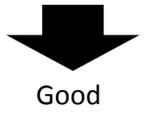
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 average rate 8% Goal: Compared to FY13, reduce the number of high sick leave consumers to <=10% (2 employees) of total employees each month.  Benchmark: 15%	Data Source: Payable Time PeopleSoft  Goal Source: Enterprise KPI (Productivity)  Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 3: Determine and quantify root causes 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: Identify and address root causes.

### How Are We Doing?

Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
<b>2</b>	<b>0</b>		<b>2</b>	<b>3</b>	
Employees	Employees		Employees	Employees	

## High Sick Leave Consumption



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.