

# Hours Not Worked Metro Animal Services



KPI Owner: Stephanie Moore

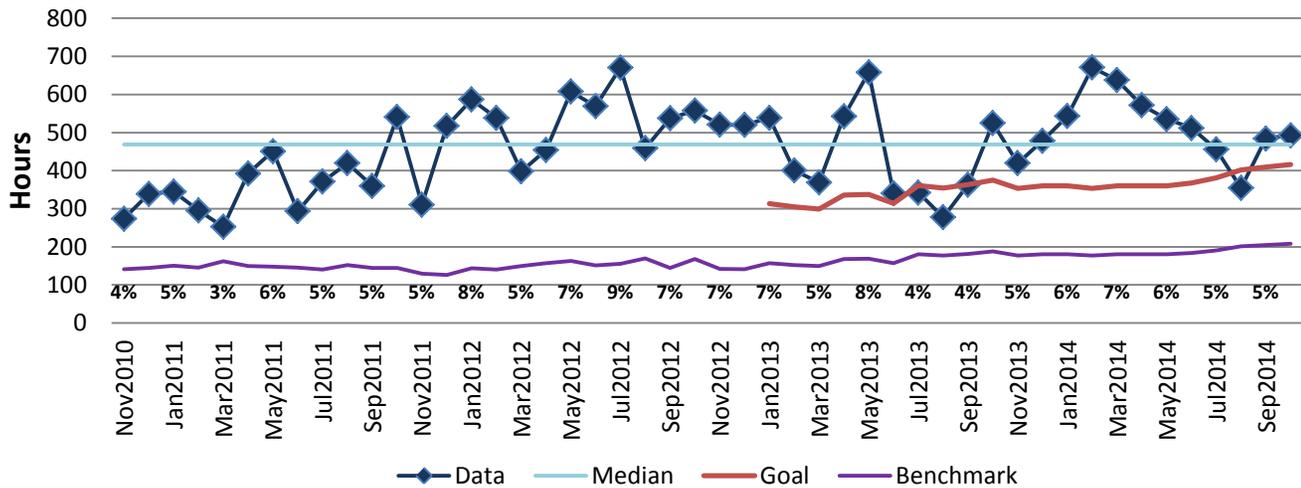
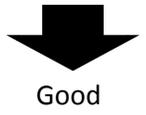
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
<p>Baseline: CY13, 5,267 Hrs. or 5% of Total Hrs.</p> <p>Goal: Compared to FY13 (July 12-June 13), reduce hours not worked to no more than 4% of total hours by June 30, 2014.</p> <p>Benchmark: Local Government rate of 2%</p>	<p>Data Source: Payable Time PeopleSoft</p> <p>Goal Source: Enterprise KPI for productivity</p> <p>Benchmark Source: Bureau Labor Statistics</p>	<p>Plan-Do-Check-Act Step is unclear</p> <p>Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations &amp; holidays)</p> <p>Why Measure: Better understand culture impact on employee attendance</p> <p>Next Improvement Step: Investigate root causes of hours lost due to work related illness &amp; injury. Coach employees who use high sick leave.</p>

## How Are We Doing?

Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual	
<b>4,486</b>	<b>6,156</b>		<b>416</b>	<b>493</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## Nov2013-Oct2014 Pareto Analysis

