

Hours Not Worked Zoo



KPI Owner: Cathy Bowling

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2013, 6,500 Hours Goal: Reduce Hours Not Worked to No More than 2% of Total Hours by end of FY 15. Benchmark: 2% Local Government	Data Source: Payable Time PeopleSoft Goal Source: Enterprise KPI for productivity Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 1: Define the problem 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: Determine why performance did not meet the target in January 2013

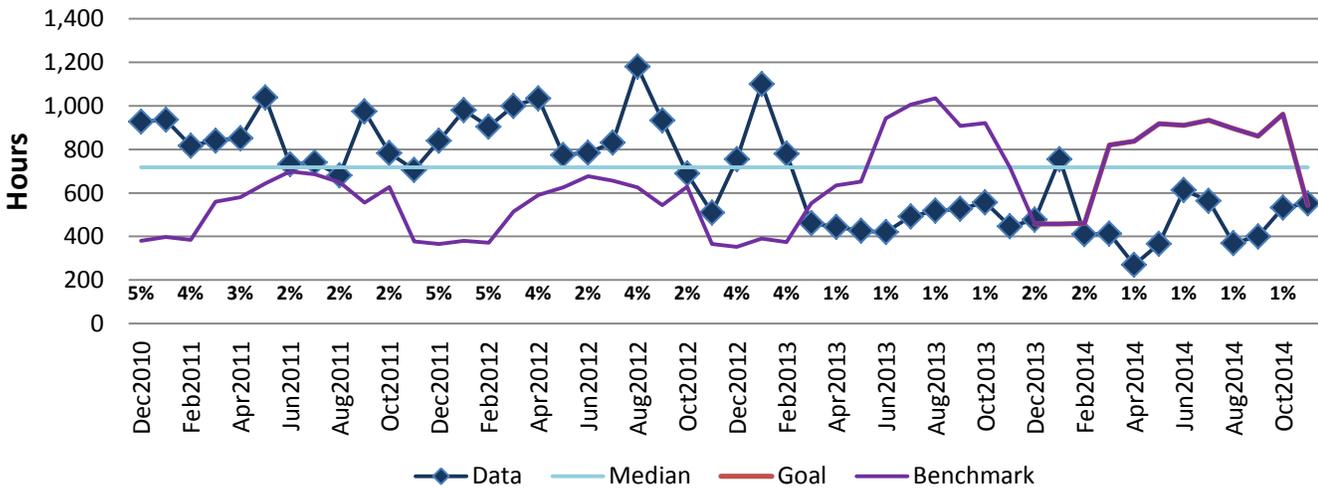
How Are We Doing?

Dec2013-Nov2014 12 Month Goal	Dec2013-Nov2014 12 Month Actual		Nov2014 Goal	Nov2014 Actual	
9,059	5,725		544	553	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Dec2013-Nov2014 Pareto Analysis

