

High Sick Leave Consumption Human Resources



KPI Owner: Sherri Toohey-Taylor

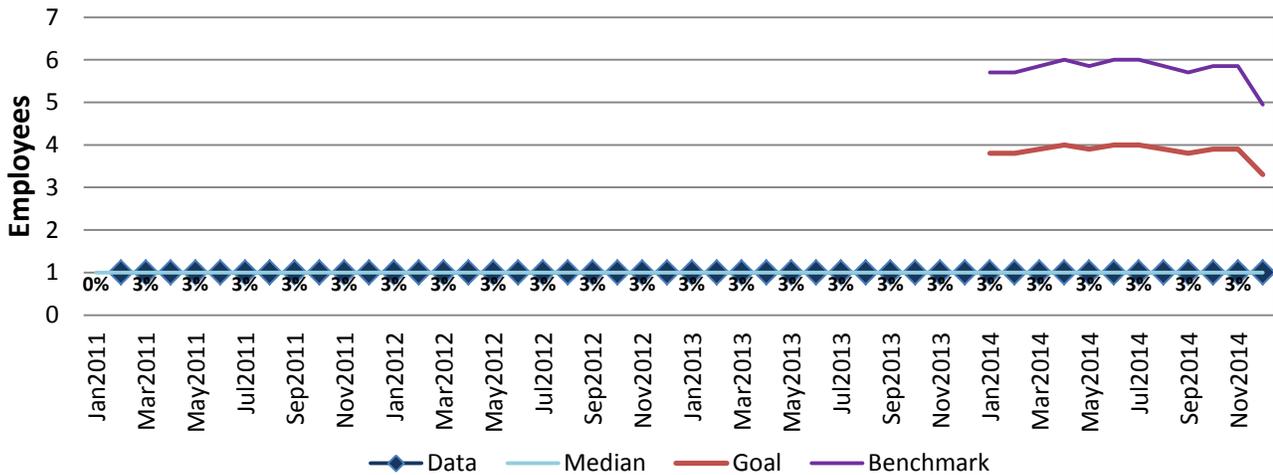
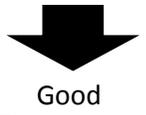
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 average rate 3% Goal: Compared to FY13, reduce the number of high sick leave consumers to <=10% (2 employees) of total employees each month. Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: OPI sick leave study	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: # of employees who used 9 or more out of 12 sick ¹ days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Determine as needed root causes of what makes performance less than desirable

How Are We Doing?

Dec2013-Dec2014 12 Month Avg Goal	Dec2013-Dec2014 12 Month Average		Dec2014 Goal	Dec2014 Actual	
4	1		3	1	
Employees	Employees		Employees	Employees	

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Pareto Data Not Necessary - No Gap between Goal & Actual Performance