

High Sick Leave Consumption EMA/MetroSafe



KPI Owner: Tonya Sangester

Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Avg 41.42 employees in FY13 Goal: Reduce the number of employees with High Sick Leave Consumption by 15% of total employees compared to FY13 baseline data Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Dept Management Team 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 days ¹ 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: Complete a staffing analysis and continue to implement wellness offerings (quiet room, yoga, exercise equipment, wellness Tuesdays, weight loss challenge)

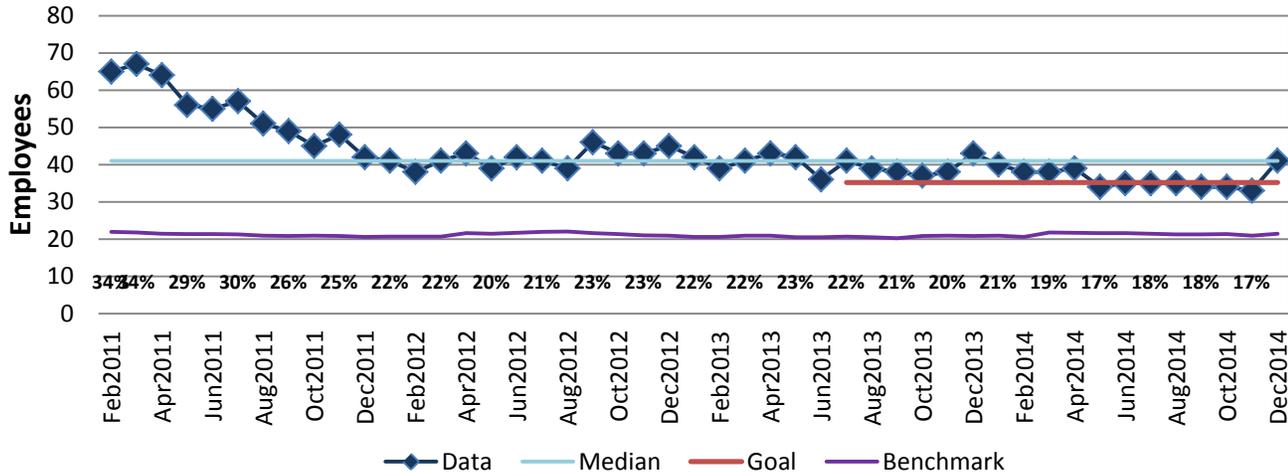
How Are We Doing?

Dec2013-Dec2014 12 Month Avg Goal	Dec2013-Dec2014 12 Month Average		Dec2014 Goal	Dec2014 Actual	
35	36		35	41	
Employees	Employees		Employees	Employees	

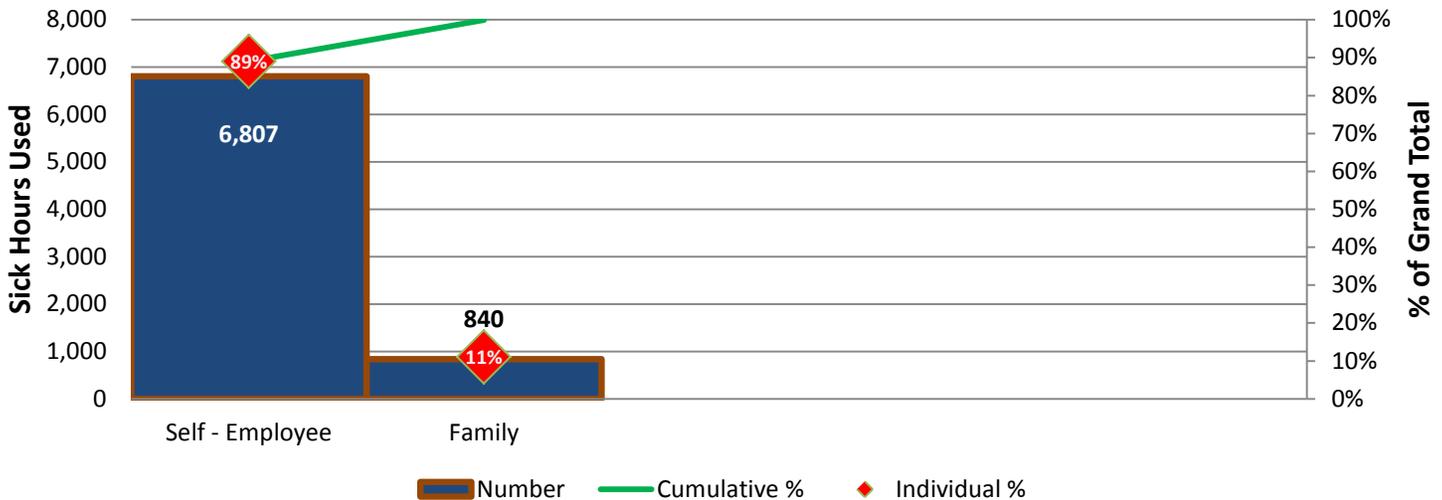
High Sick Leave Consumption



Good



Jan2014-Dec2014 Pareto Analysis



¹A "day" is typically defined as standard hours per week divided by 5 unless otherwise stated in a union contract