

# High Sick Leave Consumption Parking Authority of River City (PARC)



KPI Owner: Gerald Howell

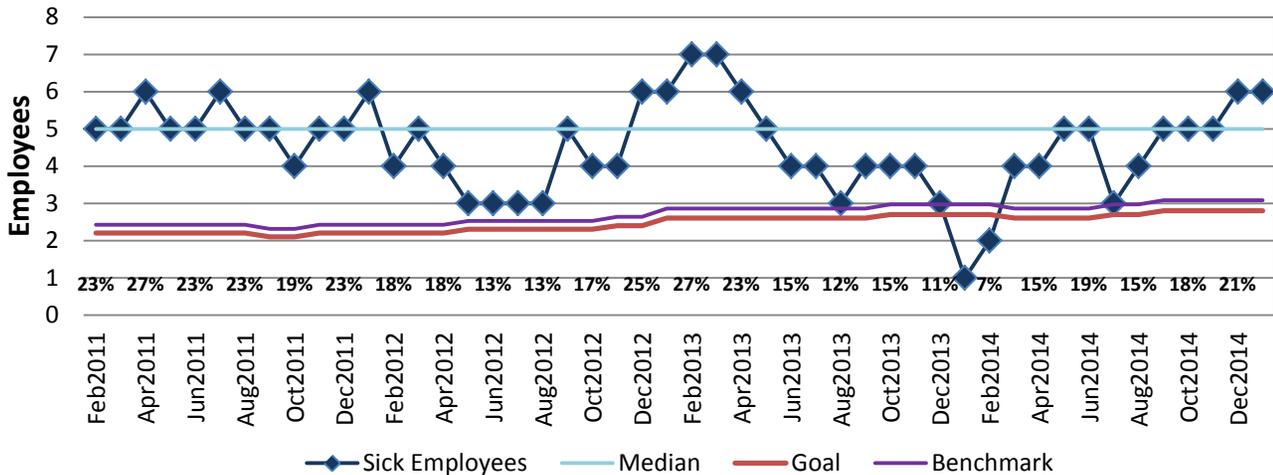
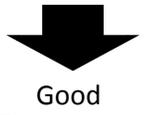
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: June 2013, 4 Employees Goal: Compared to a baseline of 4 employees, reduce the number of employees with high sick leave consumption to 3 employees (<10%) in (July 2014-June 2015) Benchmark: 11% LMG Top Quartile Oct2014	Data Source: Payable Time Peoplesoft Goal Source: Enterprise KPI for productivity 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 <sup>1</sup> 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: Encourage the use of the Wellness Center, adherence to safe work practices and appropriate dress for the weather.

### How Are We Doing?

Jan2014-Jan2015 12 Month Avg Goal	Jan2014-Jan2015 12 Month Average		Jan2015 Goal	Jan2015 Actual	
<b>3</b>	<b>5</b>	🚦	<b>3</b>	<b>6</b>	🚦
<b>Employees</b>	<b>Employees</b>		<b>Employees</b>	<b>Employees</b>	

## 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.

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