

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: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary 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: TBD

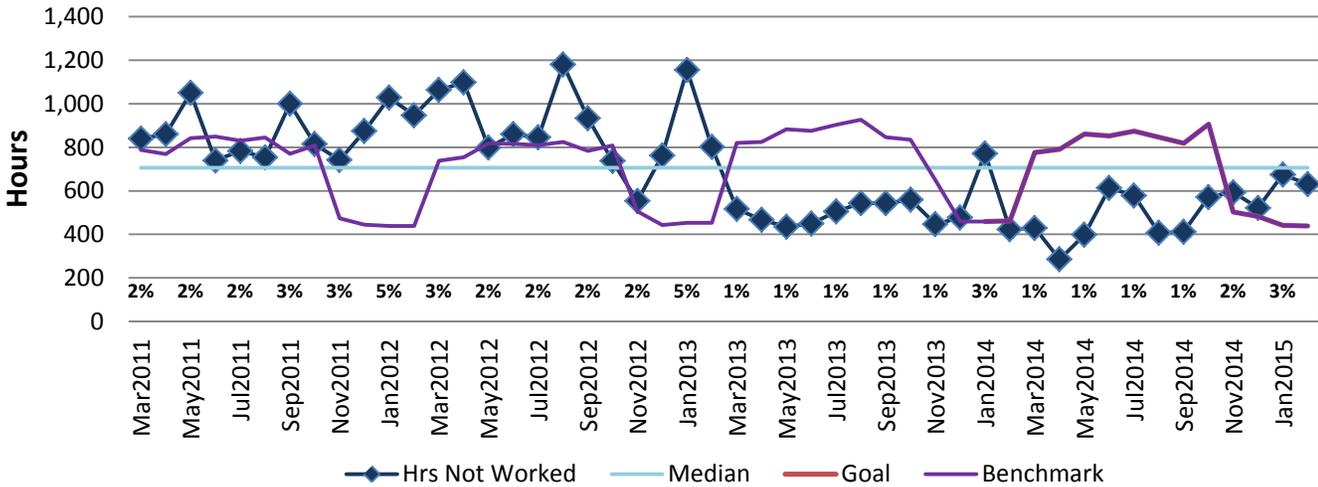
How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
8,595	6,118		439	631	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Mar2014-Feb2015 Pareto Analysis

