

Hours Lost Due to Work Related Injury/Illness Metro Animal Services



KPI Owner: Daisy Blakeman

Process: Safety Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 12, 496 Hours Goal: Reduce hours lost to zero Benchmark: TBD	Data Source: Payable Time PeopleSoft Goal Source: Enterprise KPI for productivity Benchmark Source: TBD	Plan-Do-Check-Act Step is unclear Measurement Method: The total number of hours per month employees were absent due to a work place injury or an illness contracted at work, rate calculated by dividing by total standard hours Why Measure: Minimize number & severity of workplace injuries/illness Next Improvement Step: Evaluating potential hazards in facilities and looking for ways to improve safety conditions

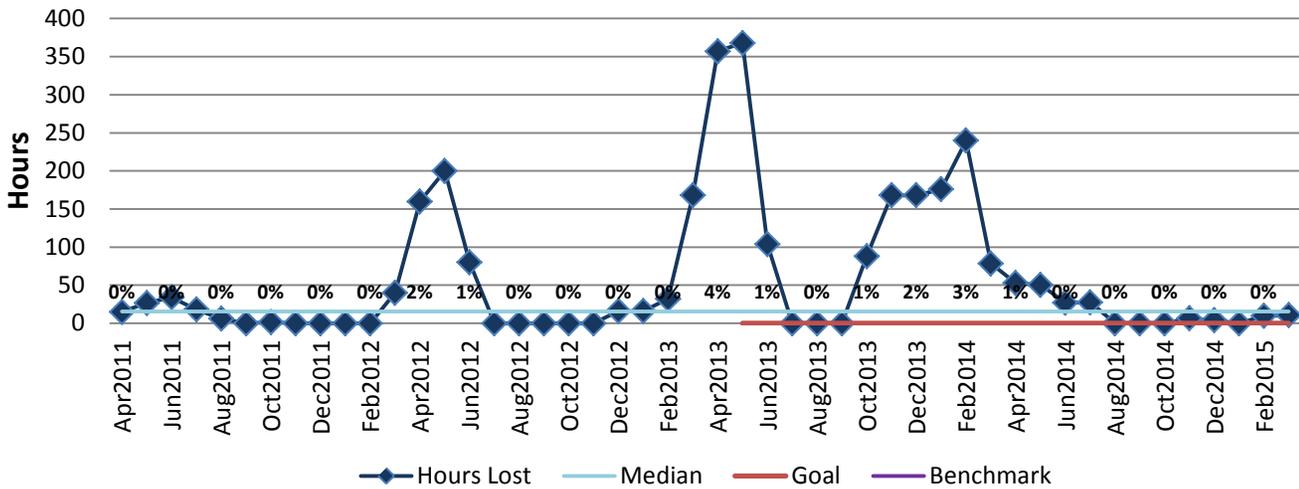
How Are We Doing?

Apr2014-Mar2015 12 Month Goal	Apr2014-Mar2015 12 Month Actual		Mar2015 Goal	Mar2015 Actual	
0	188		0	11	
Hours	Hours		Hours	Hours	

Hours Lost Due to Work Related Injury/Illness



Good



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.