

High Sick Leave Consumption Zoo



KPI Owner: Cathy Bowling

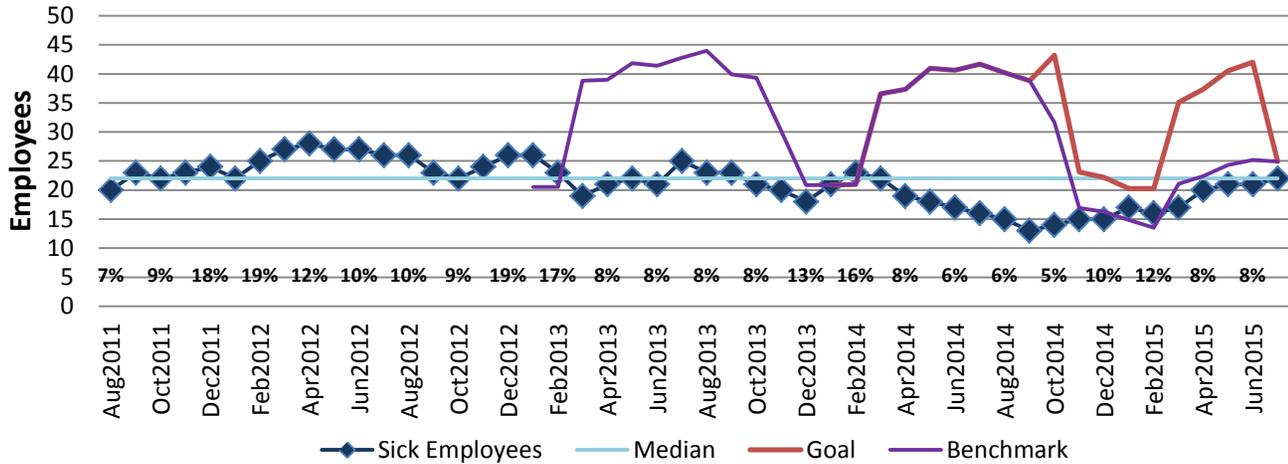
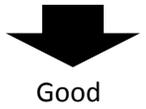
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 13, 21.5 Monthly Average Goal: <=9% of all employees w/ High Sick Leave Consumption Benchmark: 9% LMG Top Quartile Oct2015	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: Continue to Monitor and Diagnose

How Are We Doing?

Aug2014-Jul2015 12 Month Avg Goal	Aug2014-Jul2015 12 Month Average		Jul2015 Goal	Jul2015 Actual	
32	17		25	22	
Employees	Employees		Employees	Employees	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.

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