

School Field Trip Attendance Zoo



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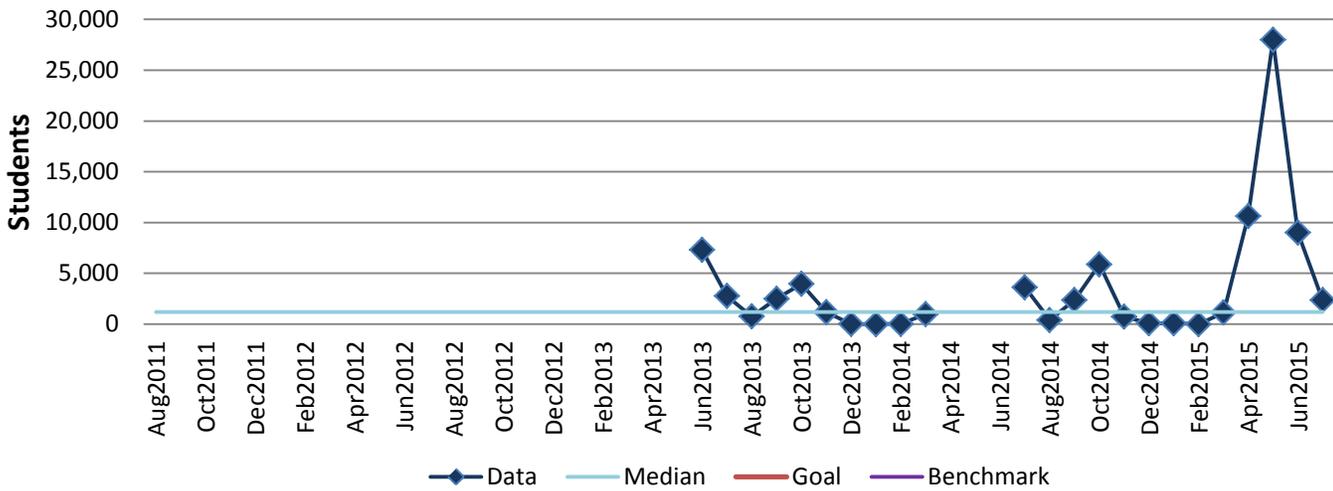
Process: Education

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 61,984 guests, FY 15 Goal: Increase Zoo Group Attendance Benchmark: TBD	Data Source: Zoo Attendance Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step is unclear Measurement Method: The number of school group attendees per month who visited the Zoo. Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Developing a new set of programs and fieldtrip guides for schools. Updating forms for schools to improve communication.

How Are We Doing?

Aug2014-Jul2015 12 Month Goal	Aug2014-Jul2015 12 Month Actual		Jul2015 Goal	Jul2015 Actual	
TBD	60,726		TBD	2,366	
Students	Students		Students	Students	

School Field Trip Attendance



All 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.