

Hours Not Worked Louisville Free Public Library



KPI Owner: Belinda Catman

Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 12 Avg. Rate = 3.5% Goal: Reduce Hours Not Worked to no more than 3% of Total Hours (495,563 * 3% = 14,866 for FY 2015-16). 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 8: Monitor and diagnose 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: Monitor effectiveness of new sick leave policy.

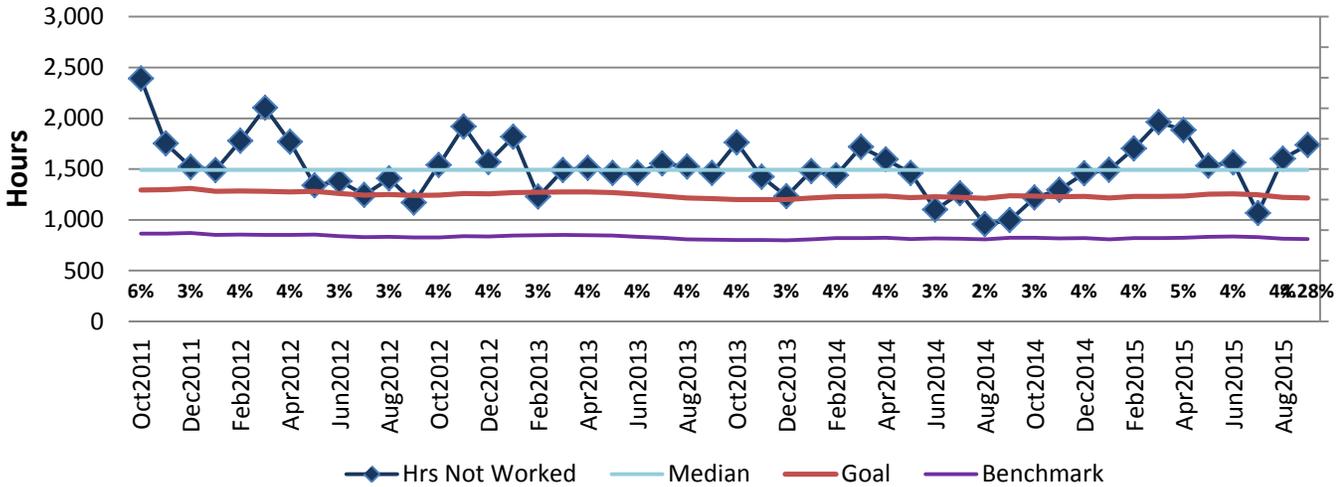
How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
14,803	18,524		1,216	1,736	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Oct2014-Sep2015 Pareto Analysis

