

High Sick Leave Consumption Metro Parks



KPI Owner: Nancy Ray

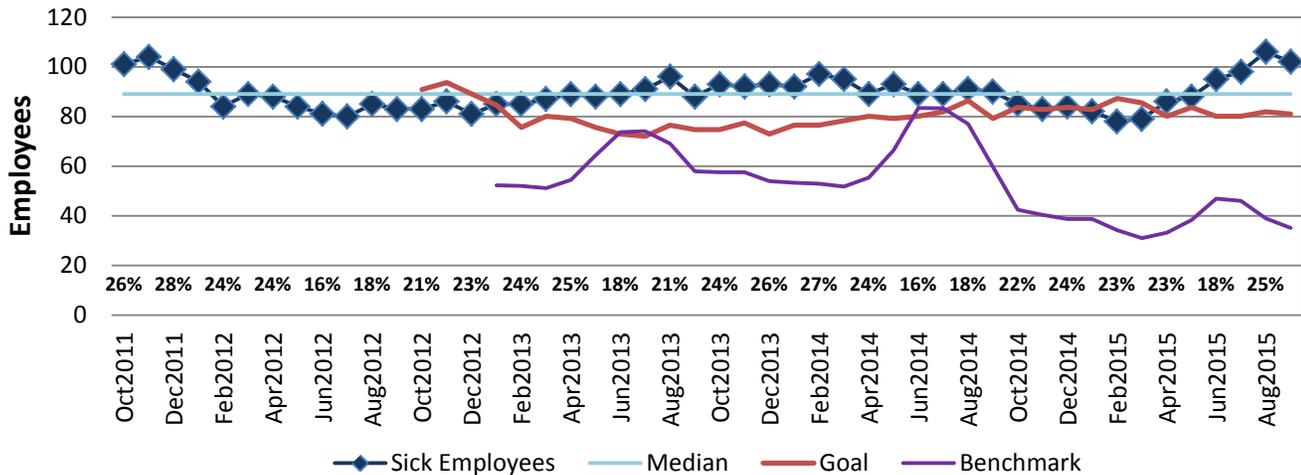
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14 = 91 Employees Goal: Reduce the high number of employees by 10% of same month in previous year 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 4: Generate and prioritize potential solutions 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: Determine which root cause driver to address

How Are We Doing?

Oct2014-Sep2015 12 Month Avg Goal	Oct2014-Sep2015 12 Month Average		Sep2015 Goal	Sep2015 Actual	
83	89		81	102	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



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.

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