

High Sick Leave Consumption Metro Animal Services



KPI Owner: Stephanie Moore

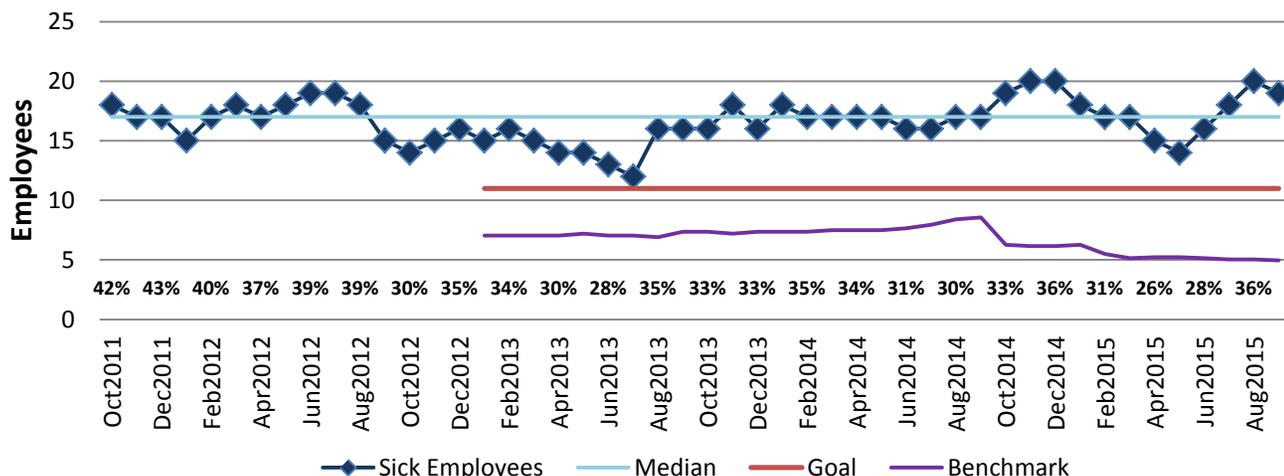
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14 Average of 17.6 Employees Goal: Reduce the number of employees with high sick leave consumption to 11 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 3: Determine and quantify root causes Measurement Method: # of employees who used 9 or more out of 12 sick days ¹ 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: Educate stakeholders; Humana will be on-site once a month starting the end of April '15 to help promote employee health and wellness

How Are We Doing?

Oct2014-Sep2015 12 Month Avg Goal	Oct2014-Sep2015 12 Month Average		Sep2015 Goal	Sep2015 Actual	
11	18		11	19	
Employees	Employees		Employees	Employees	

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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.