

Hours Not Worked Louisville Fire Department



KPI Owner: Lt. Col. Adkisson

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 14, 56,212 Hours in a Year Goal: Reduce Hours Not Worked to no more than 4% of total Hours Worked 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 3: Determine and quantify root causes 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: Target sick leave & hours lost due to work related illness. Determine how to count No Pay codes for performance.

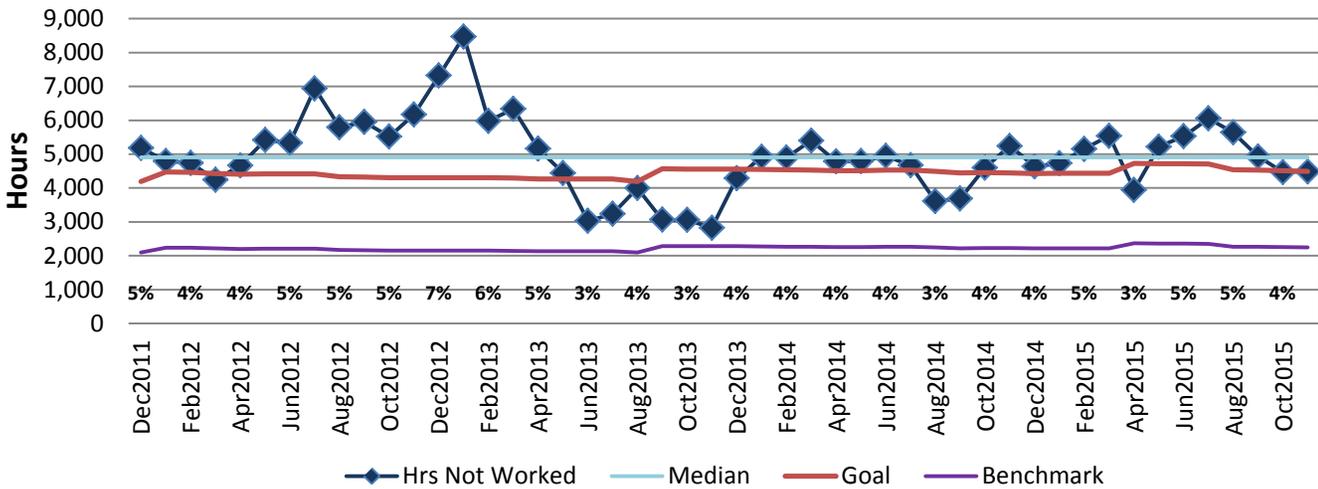
How Are We Doing?

Dec2014-Nov2015 12 Month Goal	Dec2014-Nov2015 12 Month Actual		Nov2015 Goal	Nov2015 Actual	
54,689	60,357	⬇	4,497	4,488	⬆
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Dec2014-Nov2015 Pareto Analysis

