

# Lynda.com Total Certificates Earned Louisville Free Public Library



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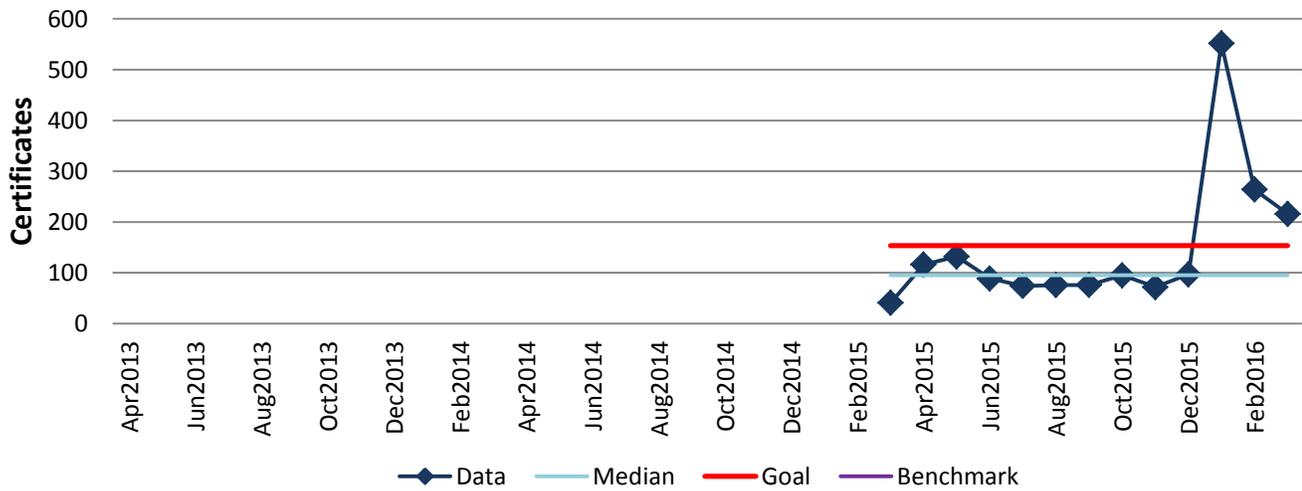
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 1,754 Certificates Mar2015-Feb2016 (monthly median times 12) Goal: 1,842 = Baseline + 5% by end of FY 2015-16  Benchmark: TBD	Data Source: Lynda.com Monthly Report  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: Count of all Total certificates of completion  Why Measure: To quantify benefit from Lynda.com Next Improvement Step: Renew for 2016 and continue to promote.

### How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
<b>1,842</b>	<b>1,859</b>		<b>154</b>	<b>216</b>	
Certificates	Certificates		Certificates	Certificates	

## Lynda.com Total Certificates Earned



**Root cause analysis is not necessary because there is no gap between the goal and current performance.**