

High Sick Leave Consumption Information Technology



KPI Owner: Terri Yates

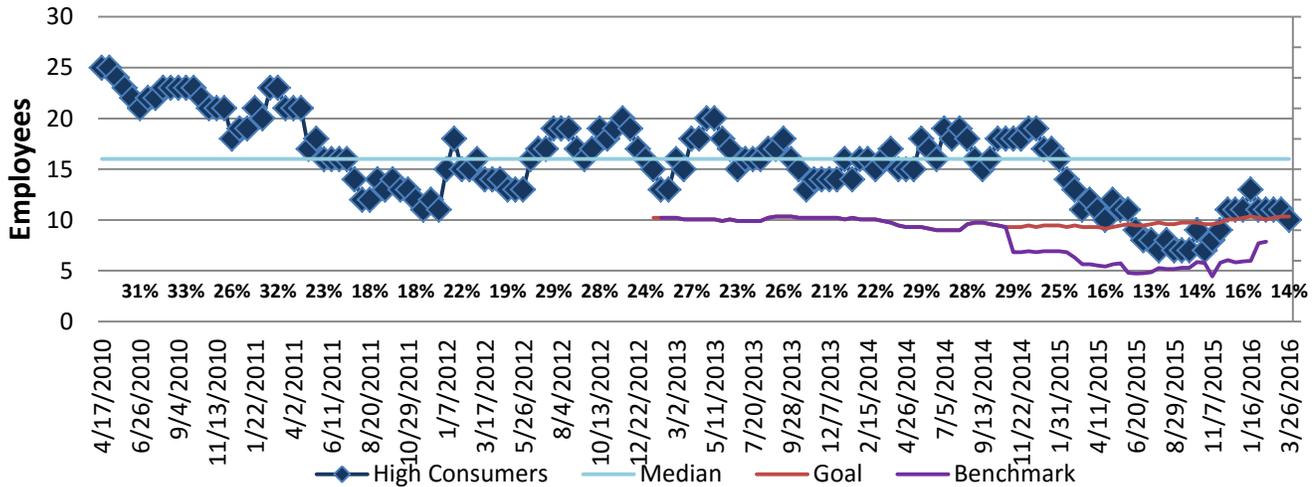
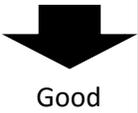
Process: Sick Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 16 Employees Per Month Goal: Reduce the number of employees with high sick leave consumption to 15% or less of total staff (approximately 10 people) Benchmark: 11.72% LMG Top Quartile Feb2016	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 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: Work w/employees to code leave as FMLA where warranted. Cont. coaching efforts for employees with high sick not FMLA

How Are We Doing?

04.13.14-03.26.16 Rolling 52wk Avg Goal	04.13.14-03.26.16 Rolling 52wk Avg		03.29.15-03.26.16 Goal	03.29.15-03.26.16 Actual	
10	10		10	10	
Employees	Employees		Employees	Employees	

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