

Hours Not Worked Youth Detention Services



KPI Owner: AD's and EA

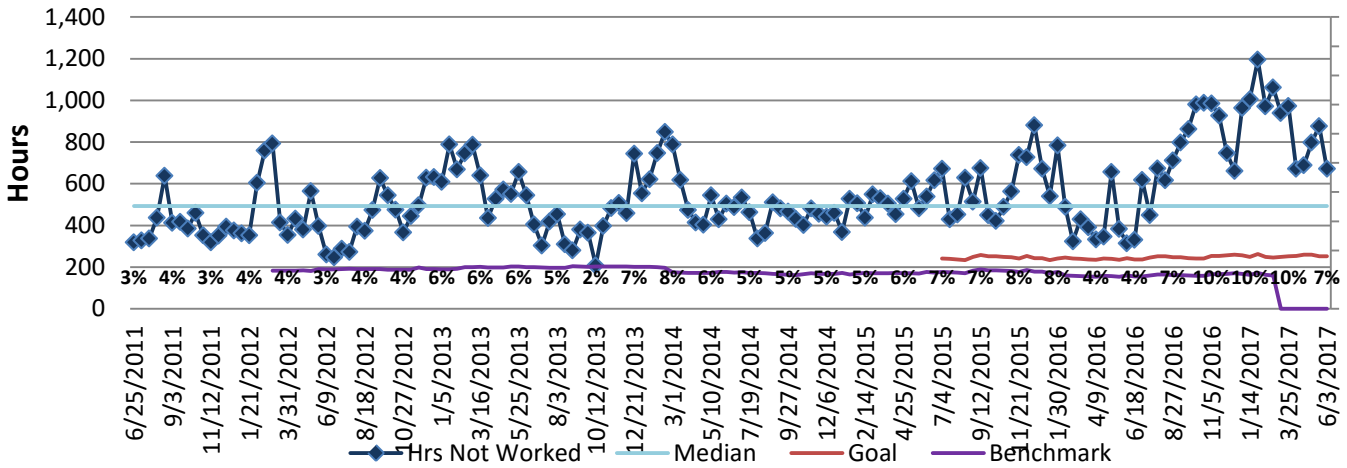
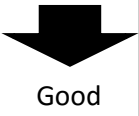
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 518.32 hours Goal: Reduce number of hours not worked by 20% of previous years average Benchmark: Local Government Rate of 1.7%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions 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: Create focus group to further breakdown pareto reasons and understand what is keeping staff from coming to work.

How Are We Doing?

06.05.16-06.03.17 12 Month Goal	06.05.16-06.03.17 12 Month Actual		05.21.17-06.03.17 Goal	05.21.17-06.03.17 Actual	
6,508	21,168		252	672	
Hours	Hours		Hours	Hours	

Hours Not Worked



06.05.16-06.03.17 Pareto Analysis

