

Hours Not Worked Information Technology



KPI Owner: Terri Yates

Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY13 4,570 Hours Goal: Reduce hours not worked to <=2% of total hours. 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 8: Monitor and diagnose 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: Continue Monitoring

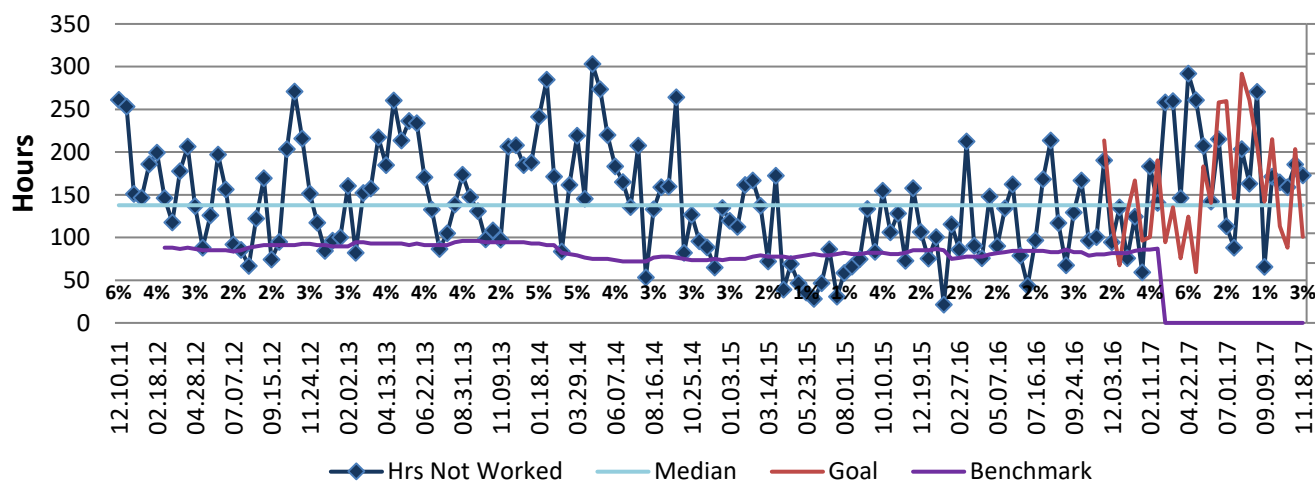
How Are We Doing?

11.20.16-11.18.17 12 Month Goal	11.20.16-11.18.17 12 Month Actual		11.05.17-11.18.17 Goal	11.05.17-11.18.17 Actual	
3,967	4,351	⬇	101	173	⬆
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



11.20.16-11.18.17 Pareto Analysis

