

Average Number of 56 hr Employees off Sick Louisville Fire Department



KPI Owner: LFD Leadership Team

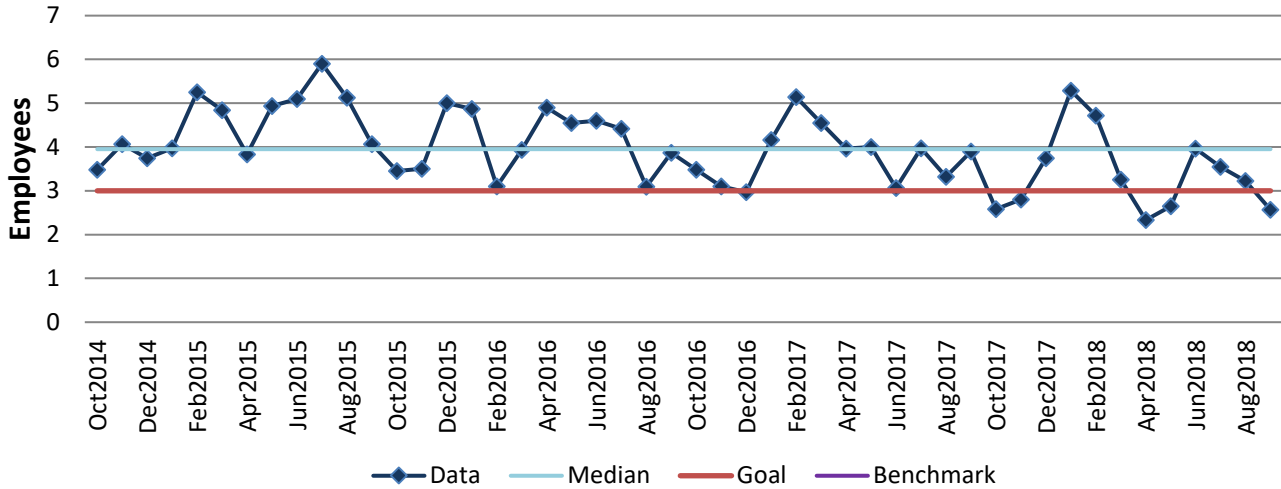
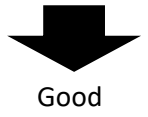
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY15: 4.2 employees Goal: To reduce the average number of employees off sick per day to no more than 3. Benchmark: N/A	Data Source: Car 5 Riding Strength Wkbk Goal Source: LFD Leadership Team Benchmark Source: N/A	Plan-Do-Check-Act Step 6: Validate that solutions work Measurement Method: The monthly sum of the daily number of 56 hr employees off sick per day divided by the number of days in the month. Why Measure: To help maintain full riding strength. Next Improvement Step: Standardize and replicate validated solutions.

How Are We Doing?

Oct2017-Sep2018 12 Month Goal	Oct2017-Sep2018 12 Month Average		Sep2018 Goal	Sep2018 Actual	
3	3.39		3	2.65	
Employees	Employees		Employees	Employees	

Average Number of 56 hr Employees off Sick



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.