

# Turnover Rate Excluding Temporary and Seasonal Codes & Regulations



KPI Owner: Robert Kirchdorfer

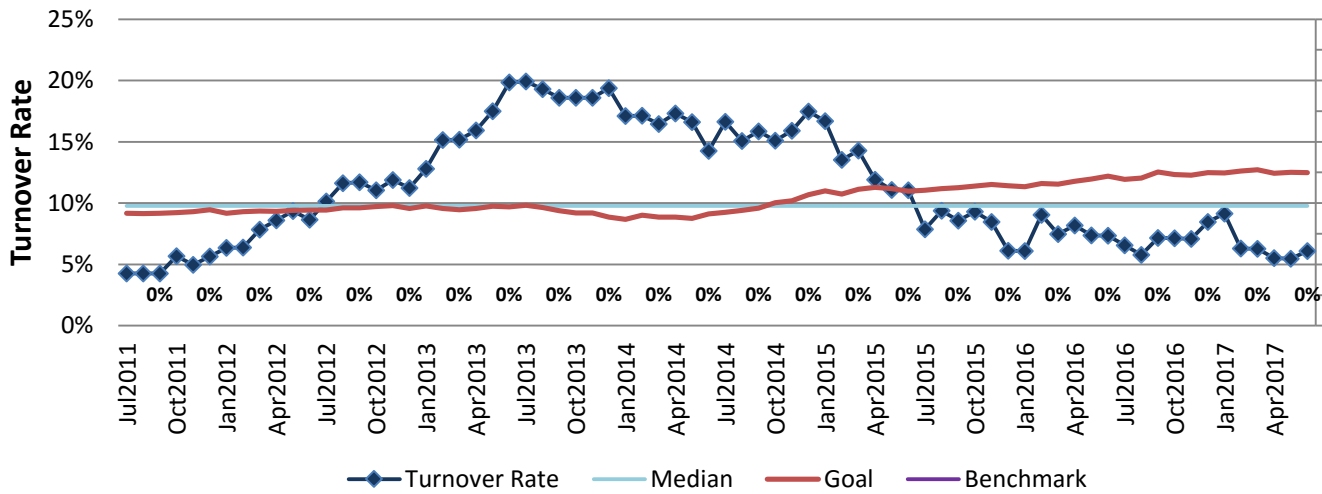
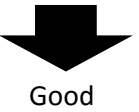
Process: Retention

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Metro Rate of 12.16% in Jun 2016 Goal: Maintain Turnover Rate Below Metro Average.  Benchmark: 12.9% state/local gov 2015	Data Source: Peoplesoft  Goal Source: TBD  Benchmark Source: OPI	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: # of emps who left Metro (excluding temporary or seasonal) in a 12 month period divided by the avg # of emps  Why Measure: Better understand cultural impact on staff retention Next Improvement Step: Identify root causes

## How Are We Doing?

Jul2016-Jun2017 12 Month Goal	Jul2016-Jun2017 12 Month Avg		Jun2017 Goal	Jun2017 Actual	
<b>12%</b>	<b>7%</b>		<b>12%</b>	<b>6%</b>	
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

## Turnover Rate Excluding Temporary and Seasonal



## Jun2016-May2017 Pareto Analysis

