

# Turnover Rate Excluding Temporary and Seasonal Codes & Regulations



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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

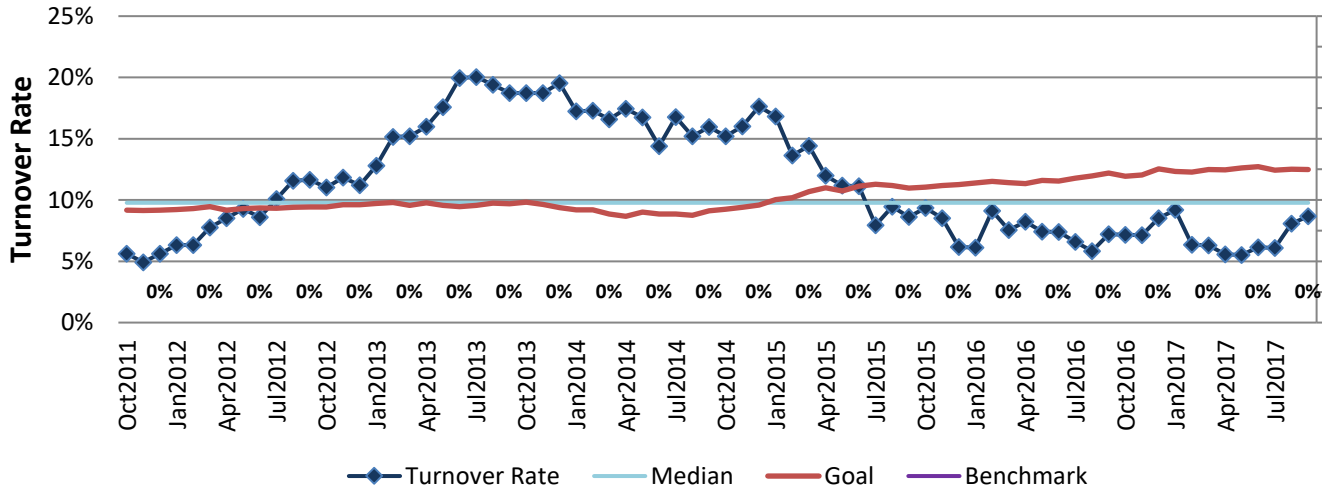
## How Are We Doing?

Oct2016-Sep2017 12 Month Goal	Oct2016-Sep2017 12 Month Avg		Sep2017 Goal	Sep2017 Actual	
<b>12%</b>	<b>7%</b>	⬆️	<b>12%</b>	<b>9%</b>	⬆️
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

## Turnover Rate Excluding Temporary and Seasonal



Good



## Oct2016-Sep2017 Pareto Analysis

