

Turnover Rate Excluding Temporary and Seasonal Louisville Free Public Library



KPI Owner: Lee Burchfield

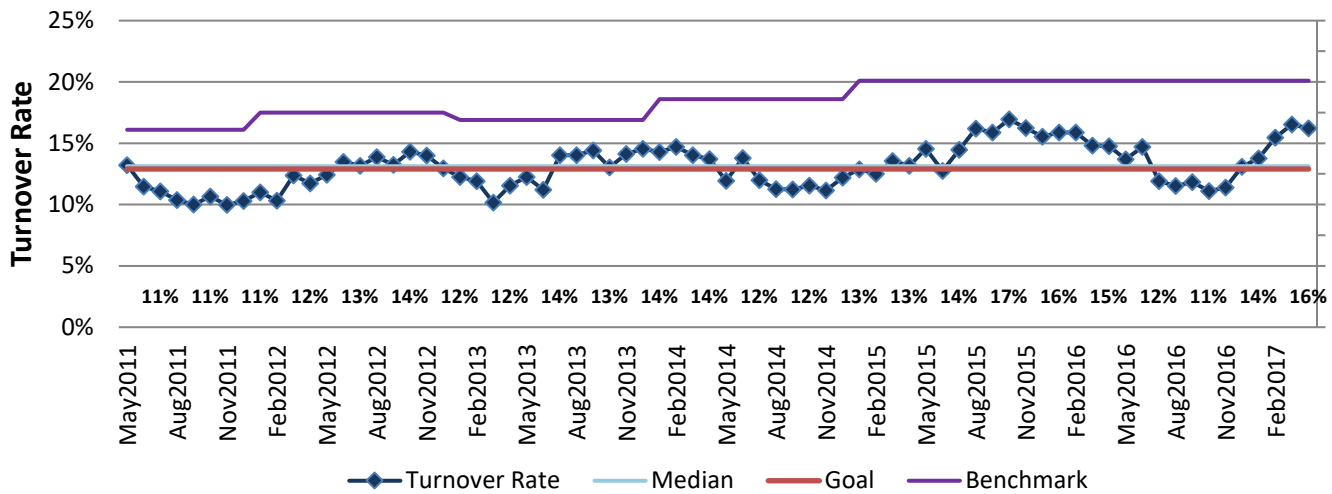
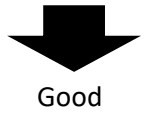
Process: Employee retention

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 15.5% during FY16 Goal: Reduce from FY16 rate of 15.5% to 12.9% by June 30, 2017 Benchmark: 20.1% state/local gov 2015	Data Source: OPI Turnover Data Goal Source: State/Local Gov benchmark Benchmark Source: BLS State /Local Gov	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 factors affecting turnover and retention.

How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Avg		Apr2017 Goal	Apr2017 Actual	
13%	13%	⬆️	13%	16%	⬆️
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



May2016-Apr2017 Pareto Analysis

