

Lifelong Learning Program Attendance Louisville Free Public Library



KPI Owner: Art Dietz

Process: Lifelong learning program attendance count

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 14 monthly average = 784 Goal: Attract 24,000 attendees to lifelong learning programs in FY 17. Benchmark: N/A	Data Source: LFPL Monthly Reports Goal Source: LFPL Strategic Plan Benchmark Source: N/A	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Monthly count of all attendees at lifelong learning programs (A-Classes/Tours + A-General) Why Measure: To continually increase attendance at educational programs for adults. Next Improvement Step: Monitor Progress toward new goal.

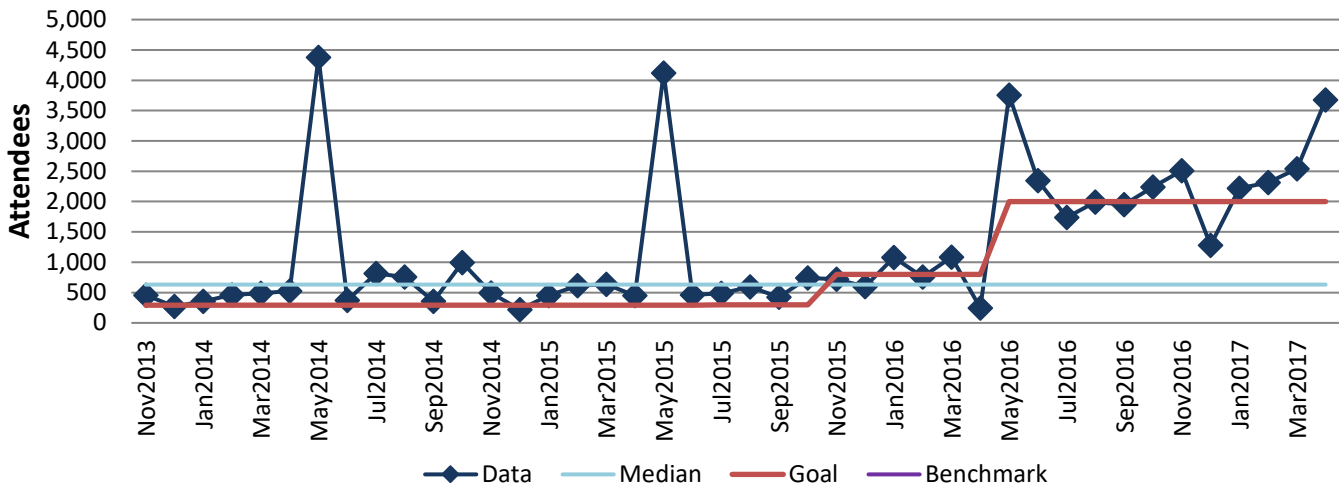
How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
24,000	28,565		2,000	3,676	
Attendees	Attendees		Attendees	Attendees	

Lifelong Learning Program Attendance



Good



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.