

Lynda.com Active Total Users Louisville Free Public Library



KPI Owner: Art Dietz

Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 Median = 478/mo = 5,736 Goal: 6,152 = FY16 AVG + 3% by end of FY 2016-17. Benchmark: TBD	Data Source: Lynda.com Reports Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: Count of all users active on Lynda in the previous month. (Total users who logged in this month.) Why Measure: To quantify benefit from Lynda.com Next Improvement Step: Continue to promote.

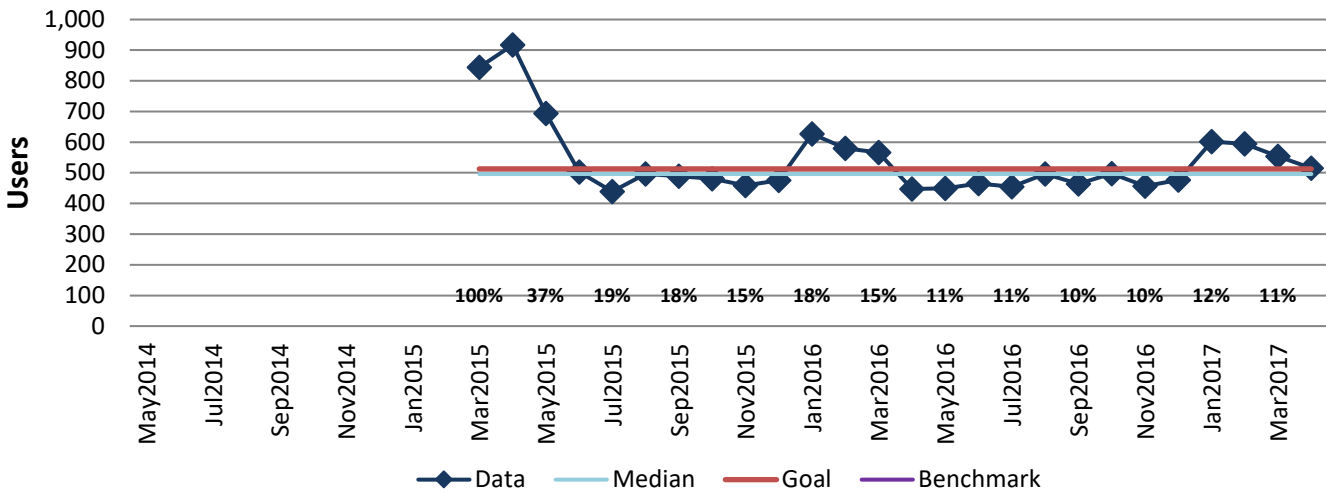
How Are We Doing?

May2016-Apr2017 12 Month Goal	May2016-Apr2017 12 Month Actual		Apr2017 Goal	Apr2017 Actual	
6,152	6,024		513	515	
Users	Users		Users	Users	

Lynda.com Active Total Users



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.