

# Lynda.com Total Videos Viewed Louisville Free Public Library



KPI Owner: Art Dietz

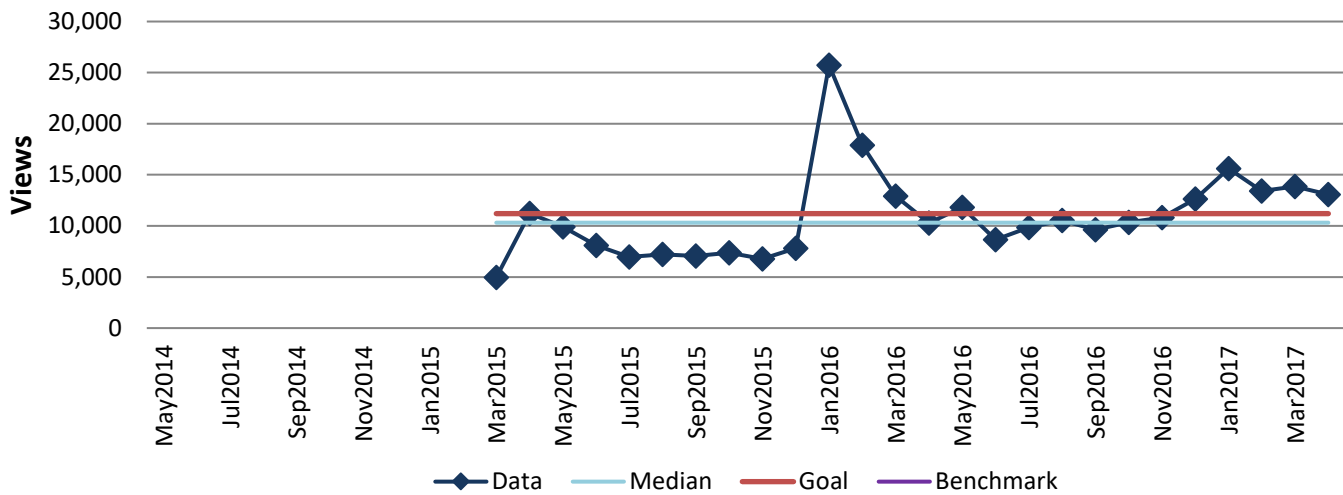
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 MEDIAN = 8,239/mo Goal: 134,410 = FY16 AVG (10,875/mo) + 3% by end of FY 2015-16.  Benchmark: AVERAGE	Data Source: Lynda.com Monthly Report 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 videos viewed on Lynda in the previous month. (Total Views) 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	
134,410	127,204		11,201	13,076	
Views	Views		Views	Views	

## Lynda.com Total Videos Viewed



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.