

Lynda.com Total Certificates Earned Louisville Free Public Library



KPI Owner: Art Dietz

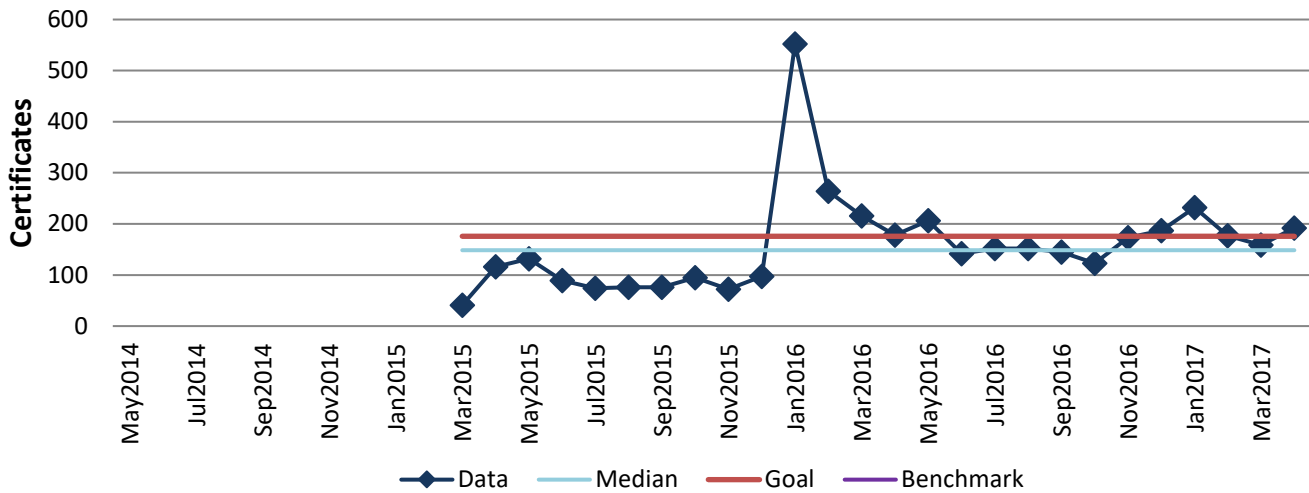
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY16 MEDIAN = 147/mo. Goal: 2,109 = FY16 AVG + 3% by end of FY 2016-17 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 Total certificates of completion 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	
2,109	2,040		176	192	
Certificates	Certificates		Certificates	Certificates	

Lynda.com Total Certificates Earned



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.