

Hours Not Worked Louisville Free Public Library



KPI Owner: Belinda Catman

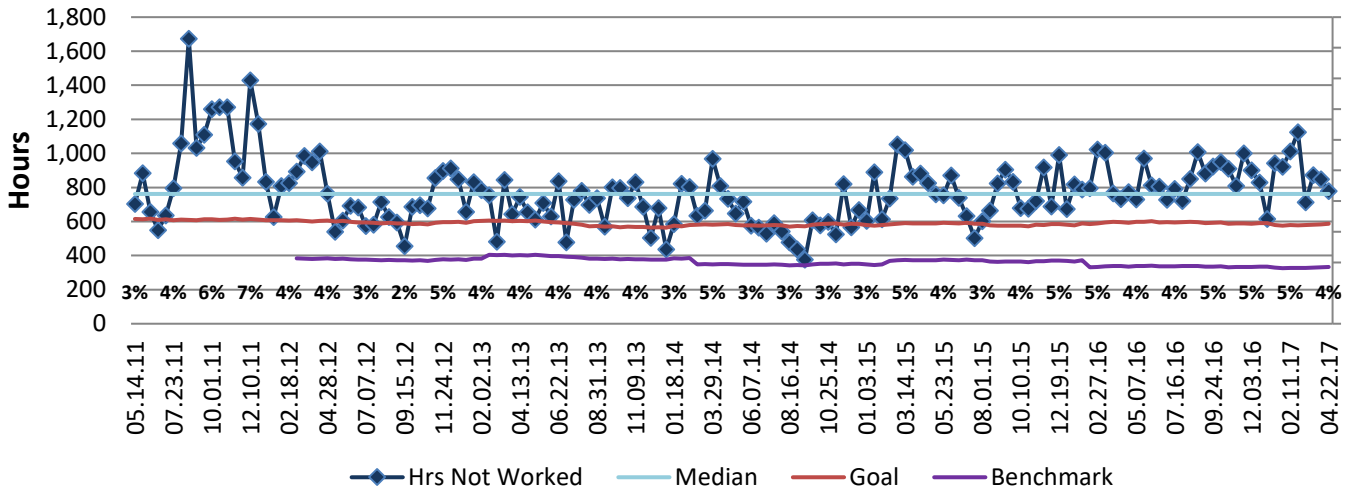
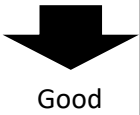
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 12 Avg. Rate = 3.5% Goal: Reduce Hours Not Worked to no more than 3% of Total Hours (495,563 * 3% = 14,866 for FY 2016-17). Benchmark: Local Government Rate of 1.7%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Brainstorm root causes and solutions.

How Are We Doing?

04.24.16-04.22.17 12 Month Goal	04.24.16-04.22.17 12 Month Actual		04.09.17-04.22.17 Goal	04.09.17-04.22.17 Actual	
15,328	22,445	⬇	587	778	⬇
Hours	Hours		Hours	Hours	

Hours Not Worked



04.24.16-04.22.17 Pareto Analysis

