

# Hours Not Worked Louisville Free Public Library



KPI Owner: Belinda Catman

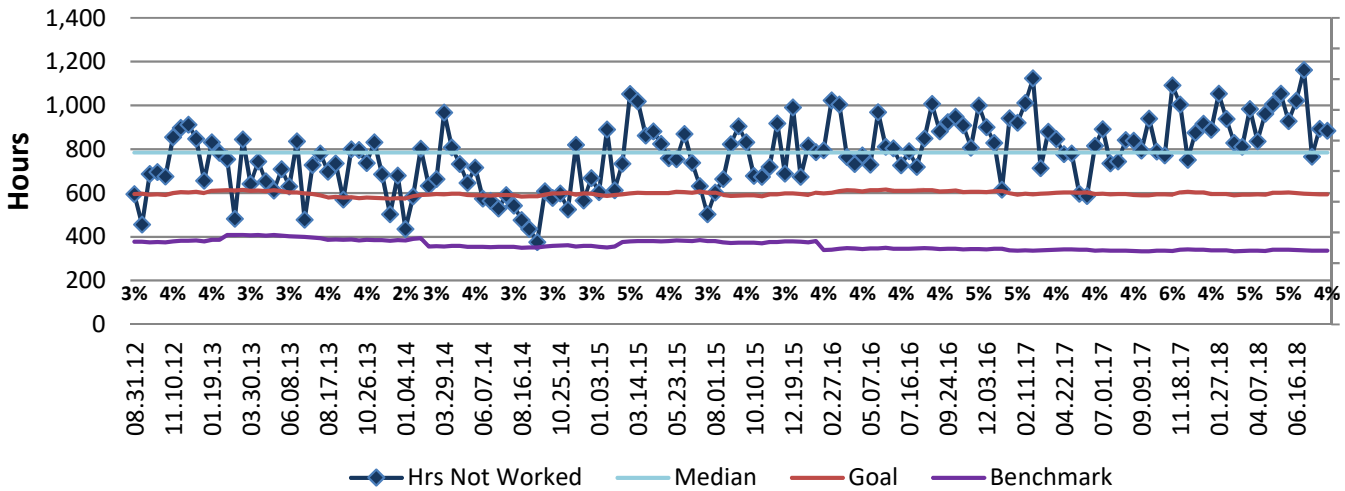
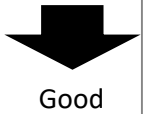
Process: Time & Attendance

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 (516,608 * 3% = 15,498 for FY 2018-19). 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?

08.13.17-08.11.18 12 Month Goal	08.13.17-08.11.18 12 Month Actual		07.29.18-08.11.18 Goal	07.29.18-08.11.18 Actual	
<b>15,498</b>	<b>23,807</b>	🚦	<b>595</b>	<b>884</b>	🚦
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 08.13.17-08.11.18 Pareto Analysis

