

Hours Not Worked Fleet & Facilities



KPI Owner: Cathy Duncan

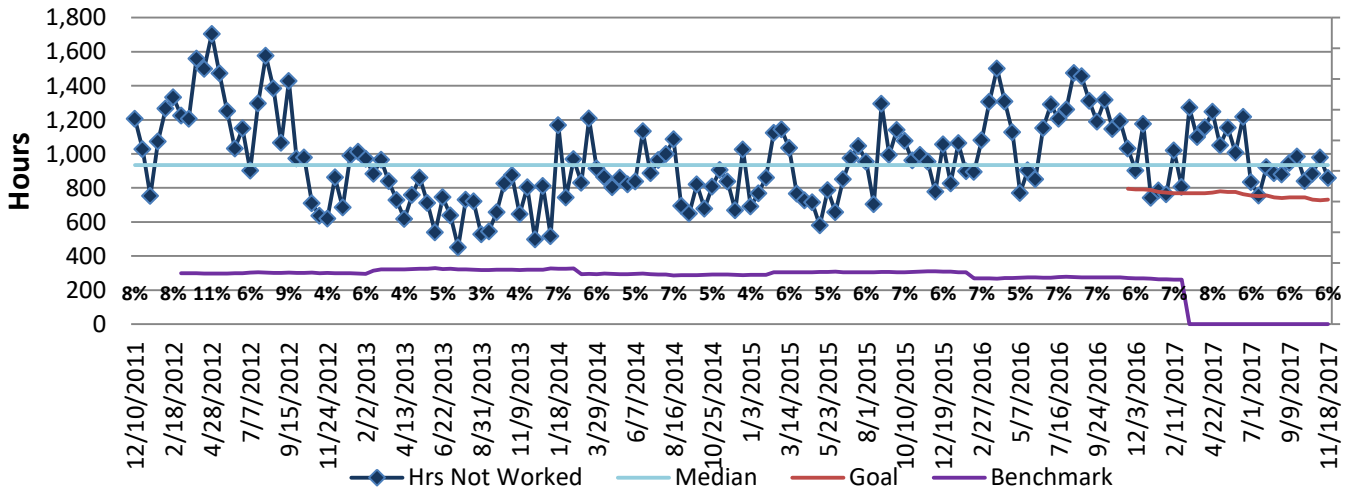
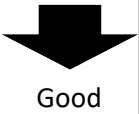
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY13 average rate 6% Goal: Reduce the number of non-worked hours to be less than 5% 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 5: Pilot short term and/or long term solutions 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: Continue to monitor and counsel employees with higher than average hours not worked.

How Are We Doing?

11.20.16-11.18.17 12 Month Goal	11.20.16-11.18.17 12 Month Actual		11.05.17-11.18.17 Goal	11.05.17-11.18.17 Actual	
19,800	25,157		732	859	
Hours	Hours		Hours	Hours	

Hours Not Worked



11.20.16-11.18.17 Pareto Analysis

