

High Sick Leave Consumption Fleet & Facilities



KPI Owner: Cathy Duncan

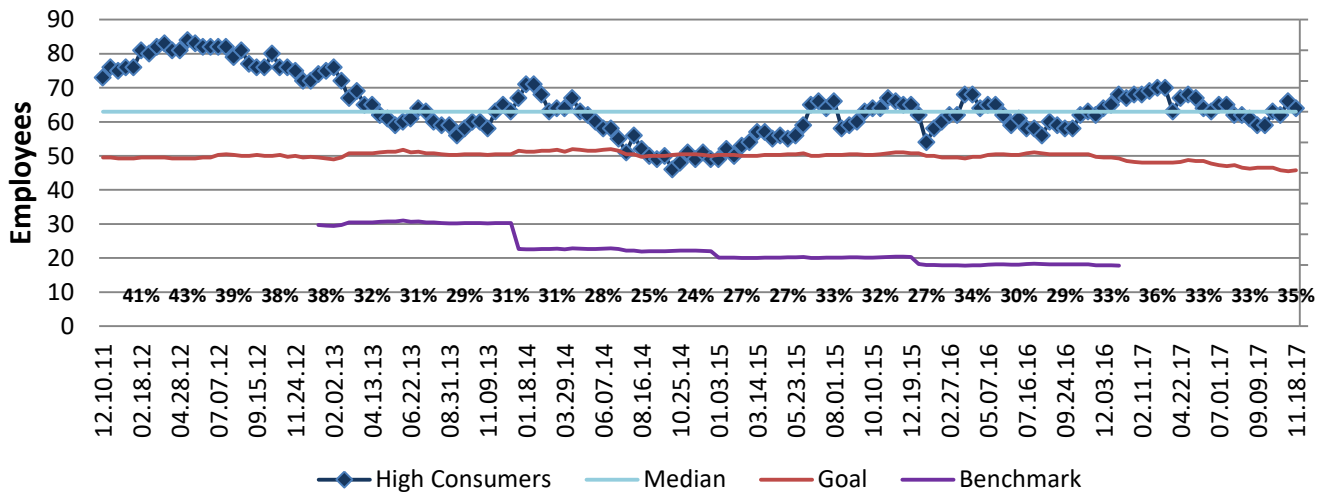
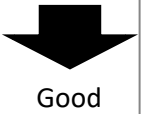
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 31% for 2016 Reduce the number of employees with high sick leave consumption to less than 25% or less of all employees Benchmark: 7.47% LMG Top Quartile 05/07/16	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: Enterprise KPI Report	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: # of employees who used 9 or more out of 12 sick days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

12.06.15-11.18.17 Rolling 52wk Avg Goal	12.06.15-11.18.17 Rolling 52wk Avg		11.20.16-11.18.17 Goal	11.20.16-11.18.17 Actual	
48	65		46	64	
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



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.