

# Hours Not Worked Resilience & Community Services



KPI Owner: Faith Aeilts

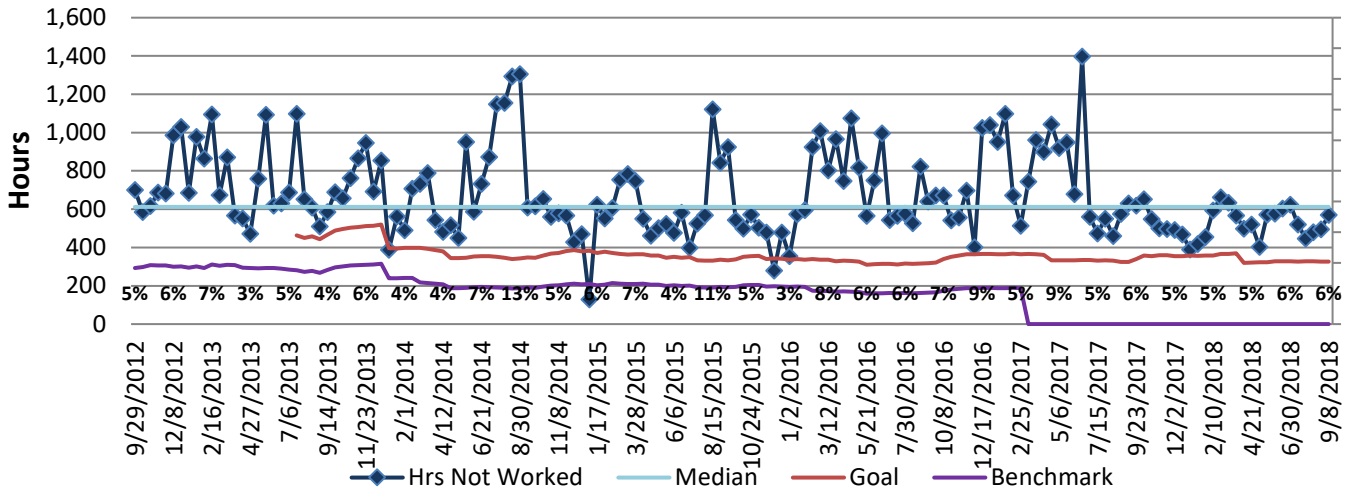
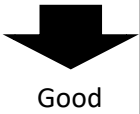
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY2014 4.9% Average Goal: 3.3%  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: Generate Solutions

## How Are We Doing?

09.10.17-09.08.18 12 Month Goal	09.10.17-09.08.18 12 Month Actual		08.26.18-09.08.18 Goal	08.26.18-09.08.18 Actual	
<b>8,920</b>	<b>13,806</b>		<b>327</b>	<b>570</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 09.10.17-09.08.18 Pareto Analysis

