

# Turnover Rate Excluding Temporary and Seasonal Metro Animal Services



KPI Owner: Skip Kalkhof

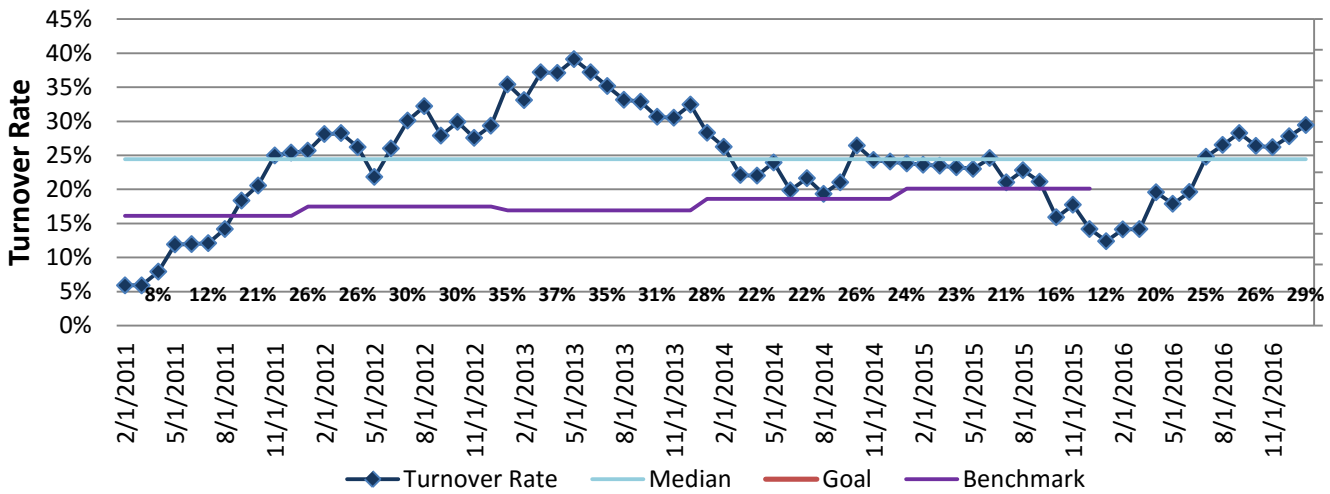
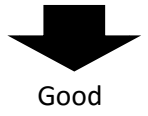
Process:

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 22% CY 2015 Goal: TBD  Benchmark: 20.1% state/local gov 2015	Data Source: Peoplesoft  Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem  Measurement Method: # of emps who left Metro (excluding temporary or seasonal) in a 12 month period divided by the avg # of emps  Why Measure: Better understand cultural impact on staff retention  Next Improvement Step: TBD

## How Are We Doing?

Feb2016-Jan2017 12 Month Goal	Feb2016-Jan2017 12 Month Avg		Jan2017 Goal	Jan2017 Actual	
<b>TBD</b>	<b>26%</b>	⚡	<b>TBD</b>	<b>29%</b>	⚡
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

## Turnover Rate Excluding Temporary and Seasonal



## Feb2016-Jan2017 Pareto Analysis

