

# Hours Not Worked Metro Animal Services



KPI Owner: Skip Kalkhof

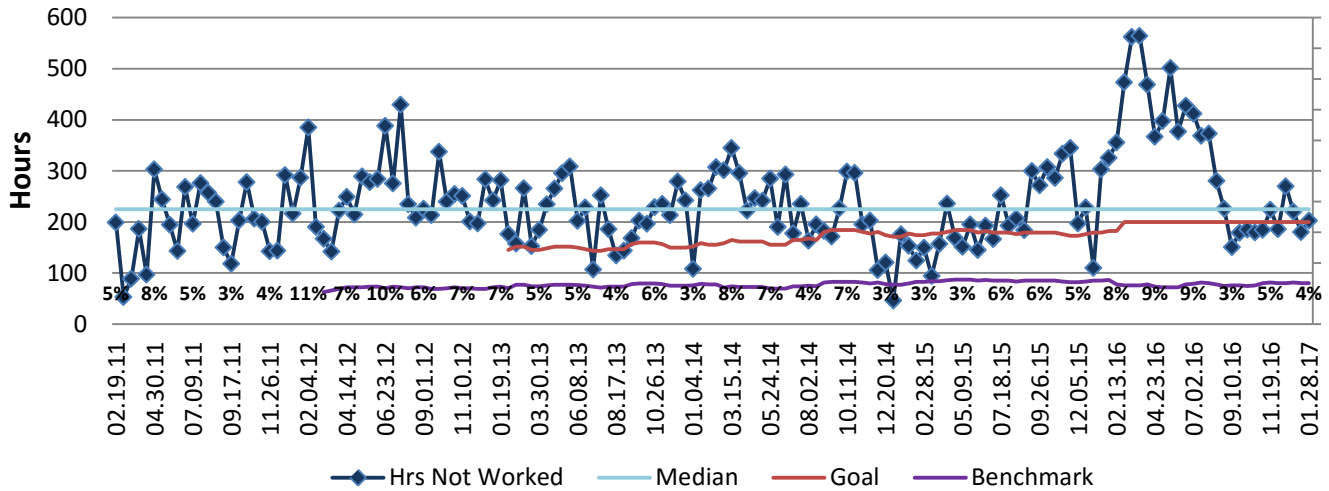
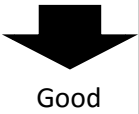
Process:

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14, 5,358 Hrs. or 5% of Total Hrs. Goal: 200 hrs/month = 5% decrease from CY15 average 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: Investigate root causes of hours lost due to work related illness & injury. Coach employees who use high sick leave.

## How Are We Doing?

01.31.16-01.28.17 12 Month Goal	01.31.16-01.28.17 12 Month Actual		01.15.17-01.28.17 Goal	01.15.17-01.28.17 Actual	
<b>5,182</b>	<b>8,318</b>		<b>200</b>	<b>203</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 01.31.16-01.28.17 Pareto Analysis

