

Hours Lost Due to Work Related Injury/Illness Metro Animal Services



KPI Owner: Skip Kalkhof

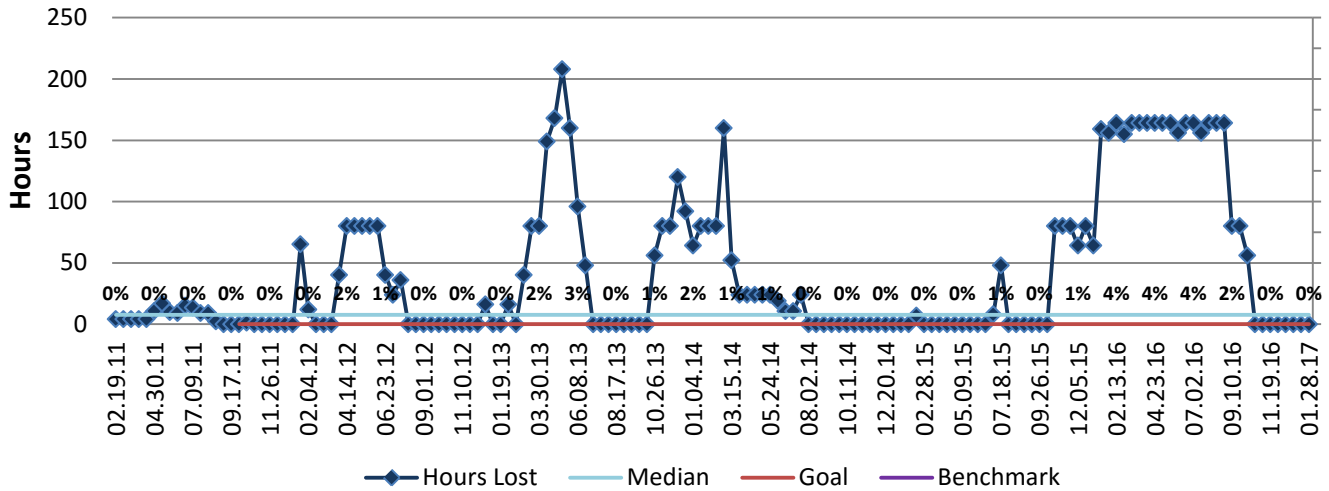
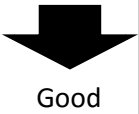
Process:

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 14, 652 Hours Goal: Reduce hours lost to zero Benchmark: TBD	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: TBD	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	
0	2,651		0	0	
Hours	Hours		Hours	Hours	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.