

Hours Not Worked Metro Animal Services



KPI Owner: Skip Kalkhof

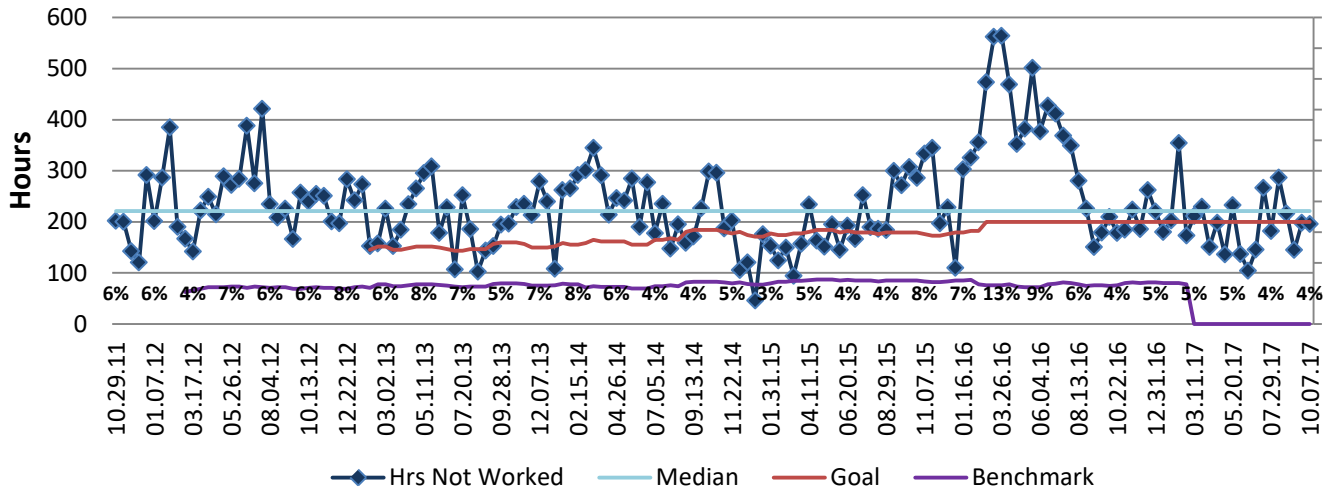
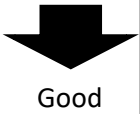
Process:

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?

10.09.16-10.07.17 12 Month Goal	10.09.16-10.07.17 12 Month Actual		09.24.17-10.07.17 Goal	09.24.17-10.07.17 Actual	
5,200	5,203		200	196	
Hours	Hours		Hours	Hours	

Hours Not Worked



10.09.16-10.07.17 Pareto Analysis

