

Turnover Rate Excluding Temporary and Seasonal Metro Animal Services



KPI Owner: Skip Kalkhof

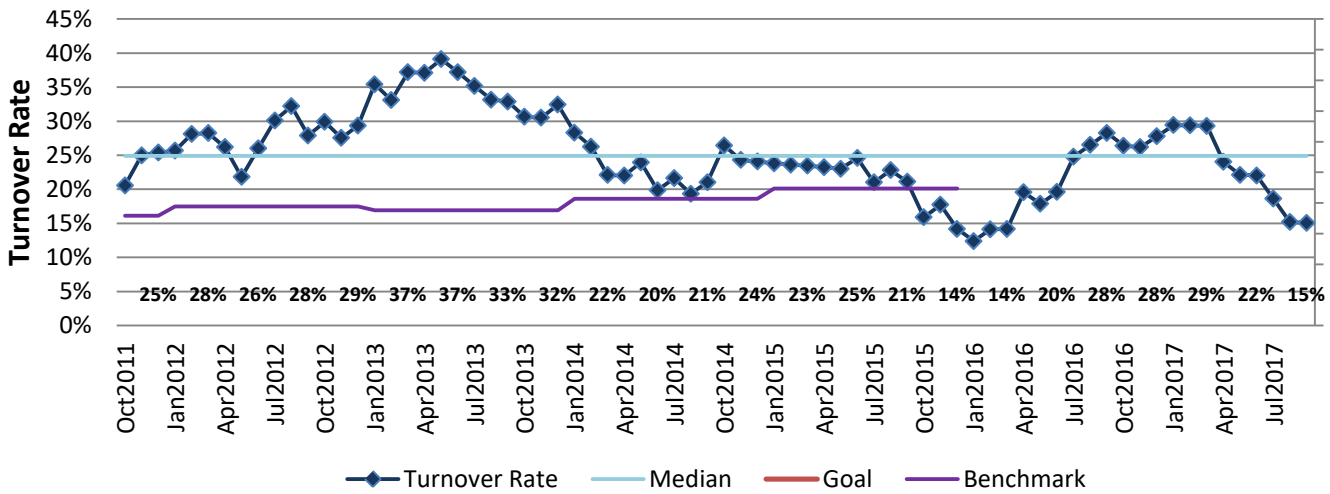
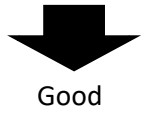
Process:

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?

Oct2016-Sep2017 12 Month Goal	Oct2016-Sep2017 12 Month Avg		Sep2017 Goal	Sep2017 Actual	
TBD	24%	⬇	TBD	15%	⬆
Turnover Rate	Turnover Rate		Turnover Rate	Turnover Rate	

Turnover Rate Excluding Temporary and Seasonal



Oct2016-Sep2017 Pareto Analysis

