

# Hours Not Worked Metro Animal Services



KPI Owner: Skip Kalkhof

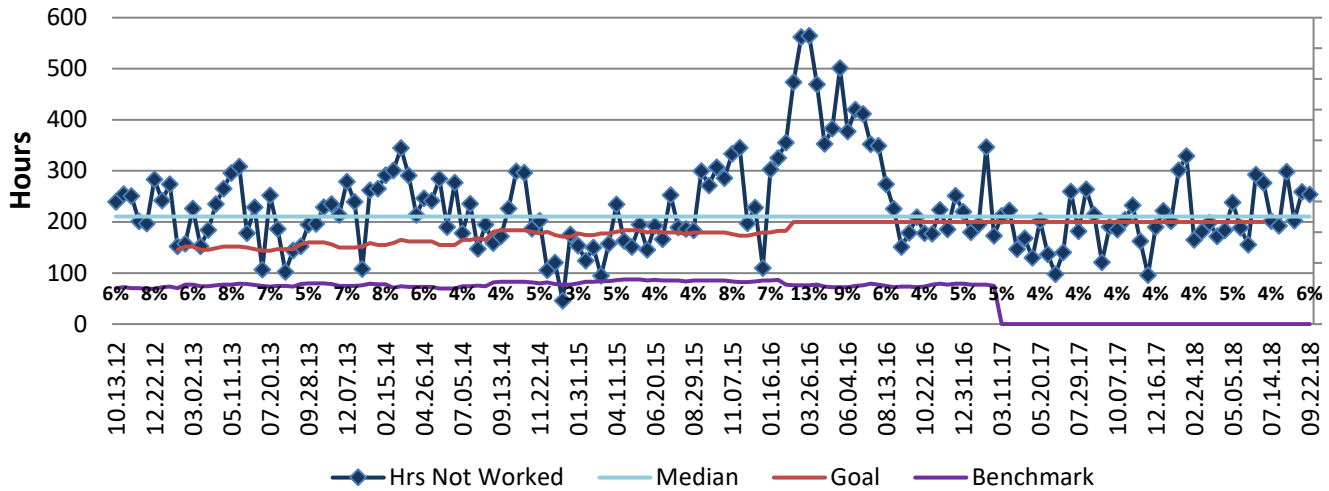
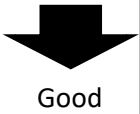
Process:

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?

09.24.17-09.22.18 12 Month Goal	09.24.17-09.22.18 12 Month Actual		09.09.18-09.22.18 Goal	09.09.18-09.22.18 Actual	
<b>5,200</b>	<b>5,585</b>		<b>200</b>	<b>254</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 09.24.17-09.22.18 Pareto Analysis

