

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



KPI Owner: Skip Kalkhof

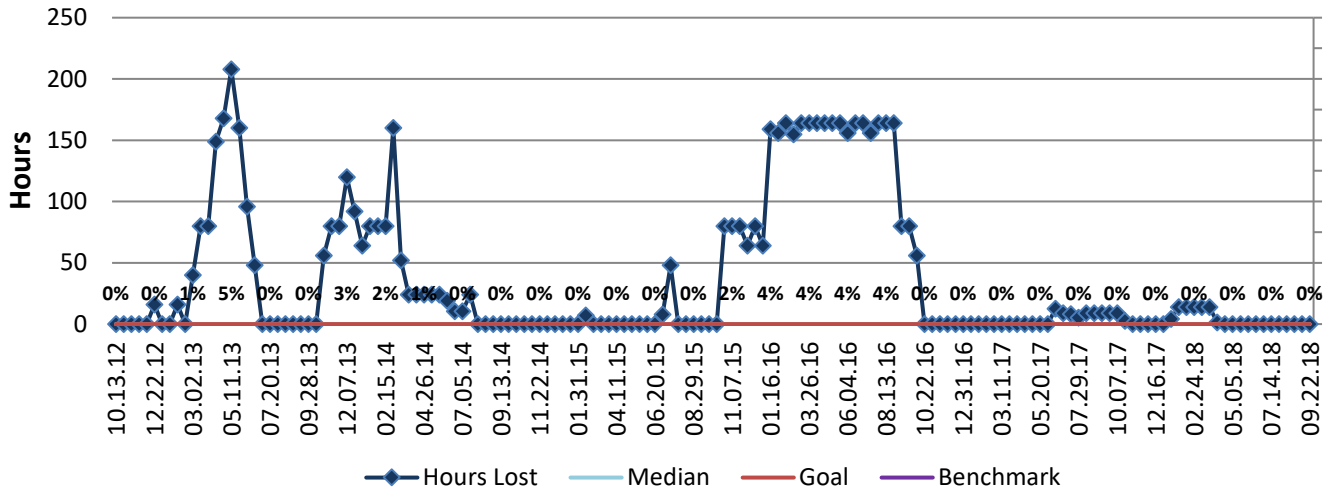
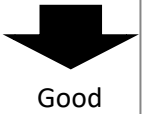
Process:

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 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: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The total number of hours per month employees were absent due to a work place injury or an illness contracted at work, rate calculated by dividing by total standard hours Why Measure: Minimize number & severity of workplace injuries/illness 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	
0	87	⬇	0	0	⬆
Hours	Hours		Hours	Hours	

Hours Lost Due to Work Related Injury/Illness



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