

High Sick Leave Consumption Public Works & Assets



KPI Owner: Vanessa Burns

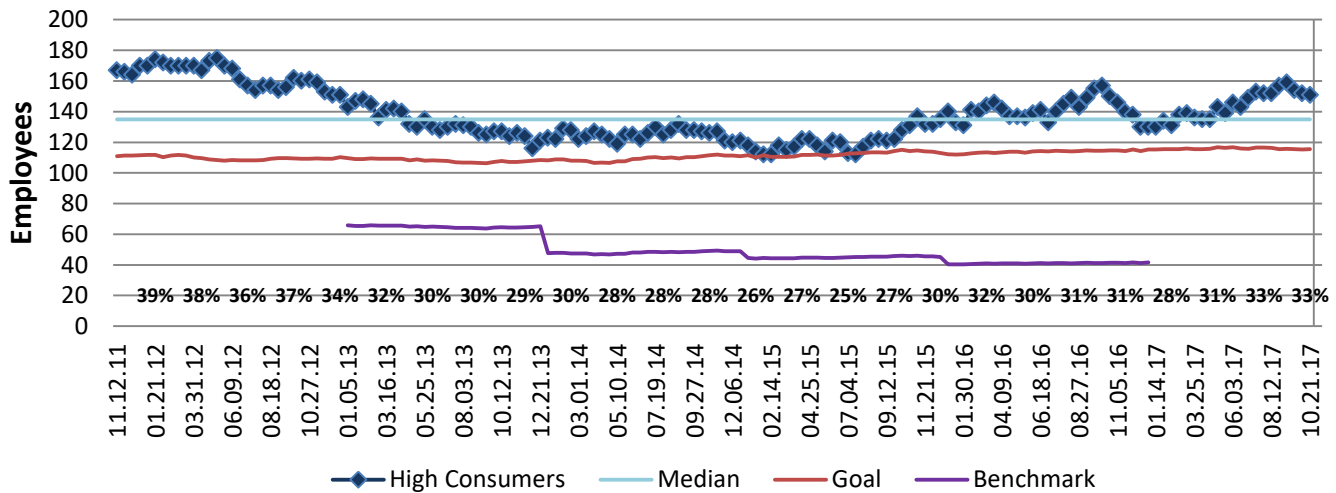
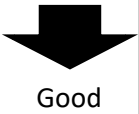
Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 40% of total employees in Oct 2012 Goal: Reduce the number of employees with high sick leave consumption to 25% or less of all employees. Benchmark: 7.47% LMG Top Quartile 05/07/16	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: Enterprise KPI Report	Plan-Do-Check-Act Step 5: Pilot short term and/or long term solutions Measurement Method: # of employees who used 9 or more out of 12 sick days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Utilize Performance Checklists for employees who consistently abuse sick days.

How Are We Doing?

11.08.15-10.21.17 Rolling 52wk Avg Goal	11.08.15-10.21.17 Rolling 52wk Avg		10.23.16-10.21.17 Goal	10.23.16-10.21.17 Actual	
116	143		116	151	
Employees	Employees		Employees	Employees	

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Brainstormed Root Causes

Culture

Union Contracts

Lack of Incentives and/or Disincentives

Lack of Knowledge