

Hours Not Worked Public Works & Assets



KPI Owner: Vanessa Burns

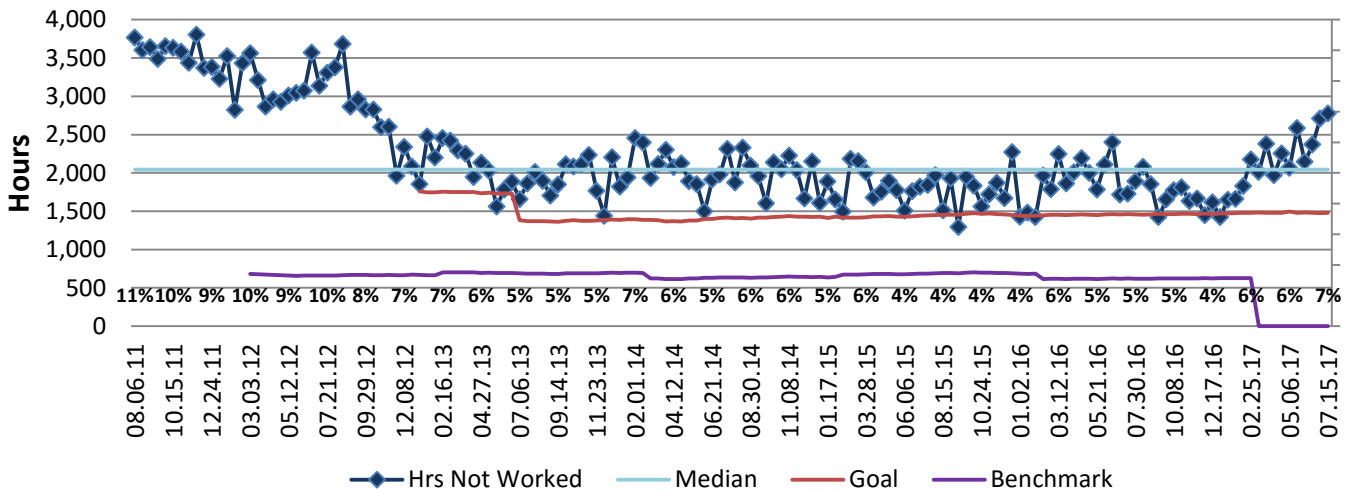
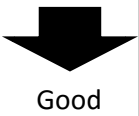
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 9% FY12 monthly average rate Goal: Reduce the number of non-worked hours compared to the standard number of hours from 9% in FY12, to 5% by the end of FY13, and 4% by the end of FY18. 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 5: Pilot short term and/or long term solutions 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: Validate effectiveness of Sick Leave Report. Continue to track and monitor.

How Are We Doing?

07.17.16-07.15.17 12 Month Goal	07.17.16-07.15.17 12 Month Actual		07.02.17-07.15.17 Goal	07.02.17-07.15.17 Actual	
38,274	50,845	⬇	1,481	2,776	⬇
Hours	Hours		Hours	Hours	

Hours Not Worked



07.17.16-07.15.17 Pareto Analysis

