

Hours Not Worked Youth Detention Services



KPI Owner: AD's and EA

Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 731.87 Hours Goal: Reduce number of hours not worked by 20% of previous years 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: Create focus group to further breakdown pareto reasons and understand what is keeping staff from coming to work.

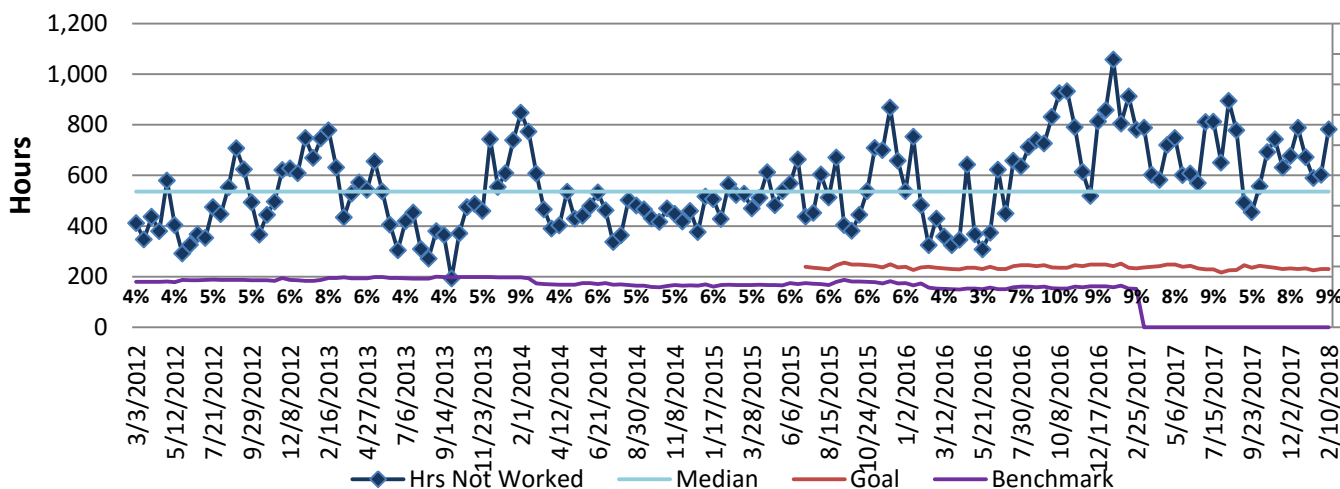
How Are We Doing?

02.12.17-02.10.18 12 Month Goal	02.12.17-02.10.18 12 Month Actual		01.28.18-02.10.18 Goal	01.28.18-02.10.18 Actual	
6,099	17,628		231	782	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



02.12.17-02.10.18 Pareto Analysis

