

Hours Not Worked Youth Detention Services



KPI Owner: Ad's and EA

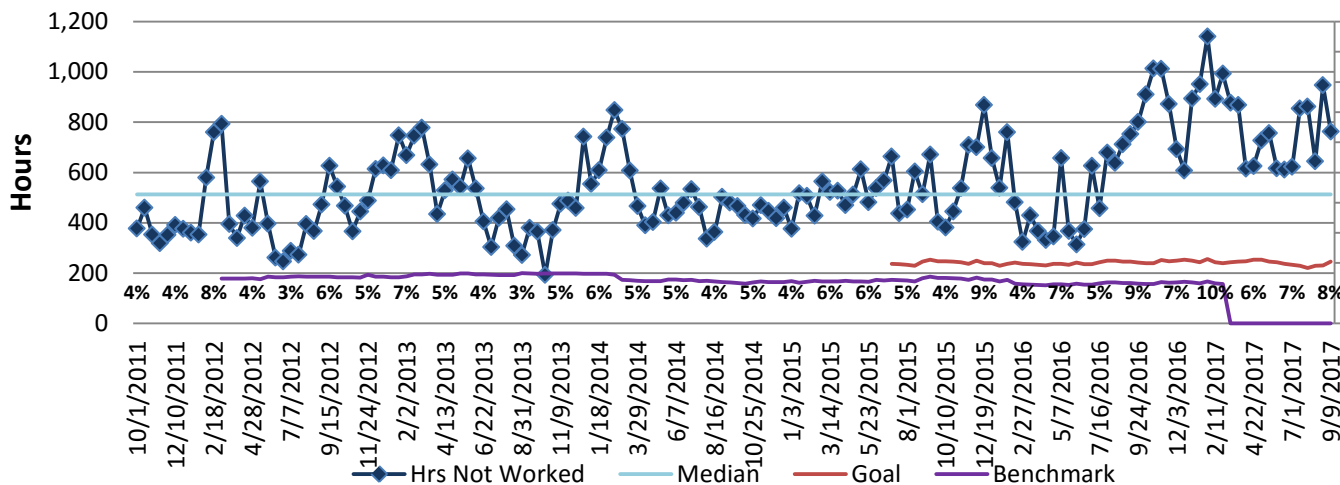
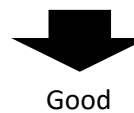
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 518.32 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 4: Generate and prioritize potential 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: Create focus group to further breakdown pareto reasons and understand what is keeping staff from coming to work.

How Are We Doing?

09.11.16-09.09.17 12 Month Goal	09.11.16-09.09.17 12 Month Actual		08.27.17-09.09.17 Goal	08.27.17-09.09.17 Actual	
6,311	21,174	⬇	245	763	⬇
Hours	Hours		Hours	Hours	

Hours Not Worked



09.11.16-09.09.17 Pareto Analysis

