

# Animal Presentations Completion Rate Zoo



KPI Owner: Steve Taylor

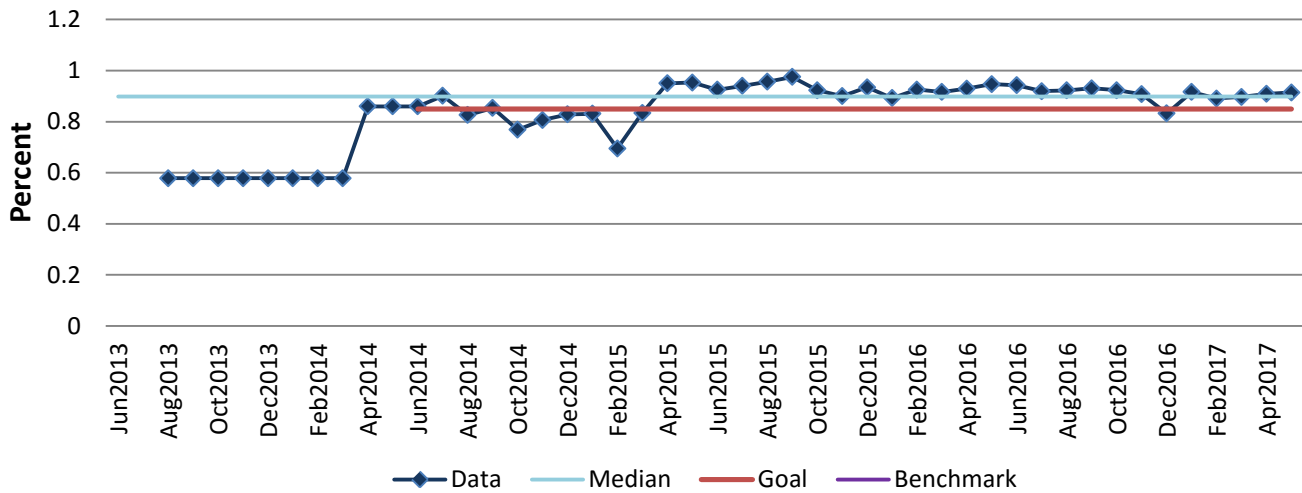
Process: Guest Experience

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jul. 2013-Mar. 2014: 58% completion rate Goal: Maintain reliability of animal presentations to 85% through June 2016.  Benchmark: TBD	Data Source: Animal Area Reports  Goal Source: Zoo's Strategic Plan  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Total number of animal presentations completed divided by the total number of possible presentations. Why Measure: To ensure the quality of guest experience is meeting guest expectations. Next Improvement Step: Continue to track and monitor progress. New communication plan under development. Guest wayfinding needs to be developed.

### How Are We Doing?

Jun2016-May2017 12 Month Goal	Jun2016-May2017 12 Month Actual		May2017 Goal	May2017 Actual			
85%	91%			85%		91%	
Percent	Percent			Percent		Percent	

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