

High Sick Leave Consumption Civilian Louisville Metro Police Department



KPI Owner: Cheryl Triplett

Process: Sick Leave Management

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY 2012, 47 employees or 17% Goal: No more than 15% of total civilian workforce with high sick leave consumption. Benchmark: 15% of total workforce	Data Source: Psoft Payable Time Data Goal Source: Executive Mandate Benchmark Source: OPI Internal Study	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: The number of employees in a department who have used more than 9 of 12 sick days in a 12 month period. Why Measure: To promote a culture where appropriate use of sick time is understood. Next Improvement Step: TBD

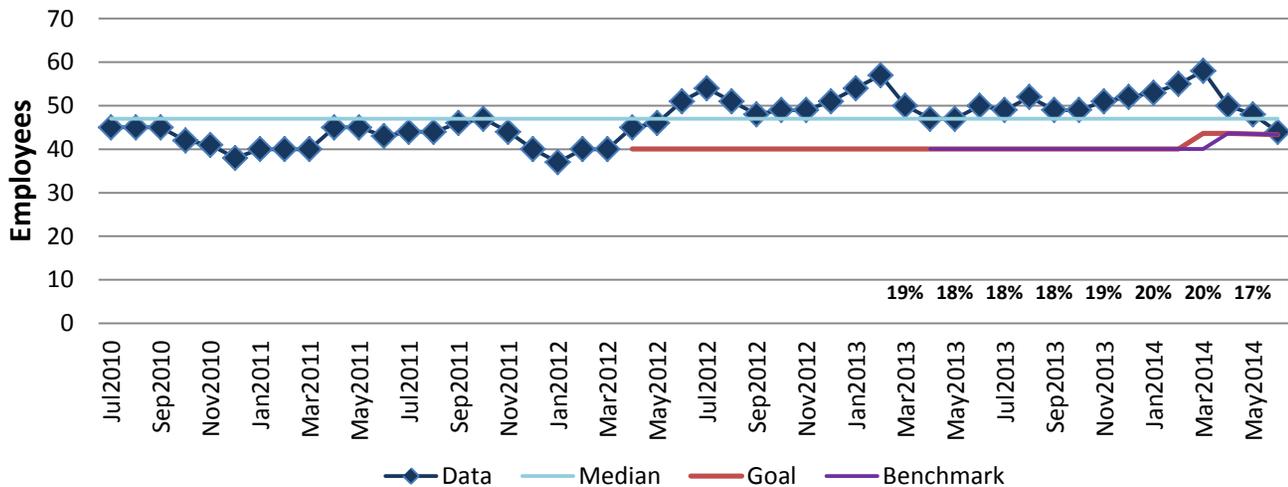
How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
41	51	🚦	43	44	🚦
Employees	Employees		Employees	Employees	

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Good



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.