

High Sick Leave Consumption Metro Animal Services



KPI Owner: Donald Robinson

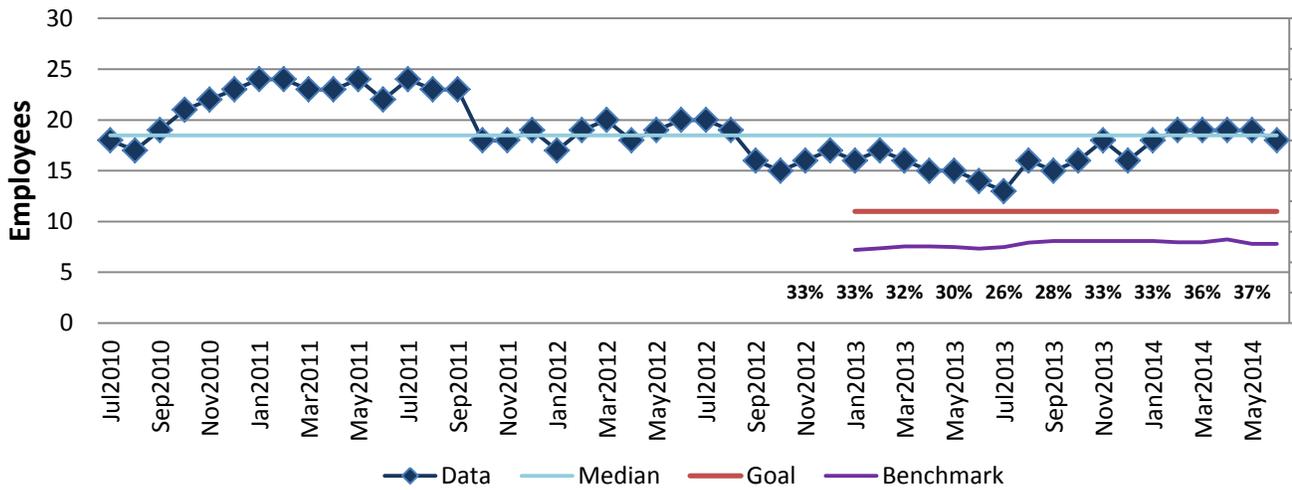
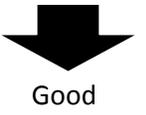
Process: Intake Process

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12 Average of 22 Employees Goal: Reduce the # of employees with high sick leave consumption to 11 Benchmark: 15%	Data Source: Psoft Payable Time Goal Source: Dept Management Team Benchmark Source: OPI Internal Study ('13)	Plan-Do-Check-Act Step is Unclear Measurement Method: The number of employees in a department who have used 9 or more out of 12 sick days in a 12 month period Why Measure: Promote a culture where sick time is used appropriately Next Improvement Step: Educate stakeholders

How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Average		Jun2014 Goal	Jun2014 Actual	
11	17	🚦	11	18	🚦
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



Jul2013-Jun2014 Pareto Analysis

