

Hours Not Worked Metro Parks



KPI Owner: Nancy Ray

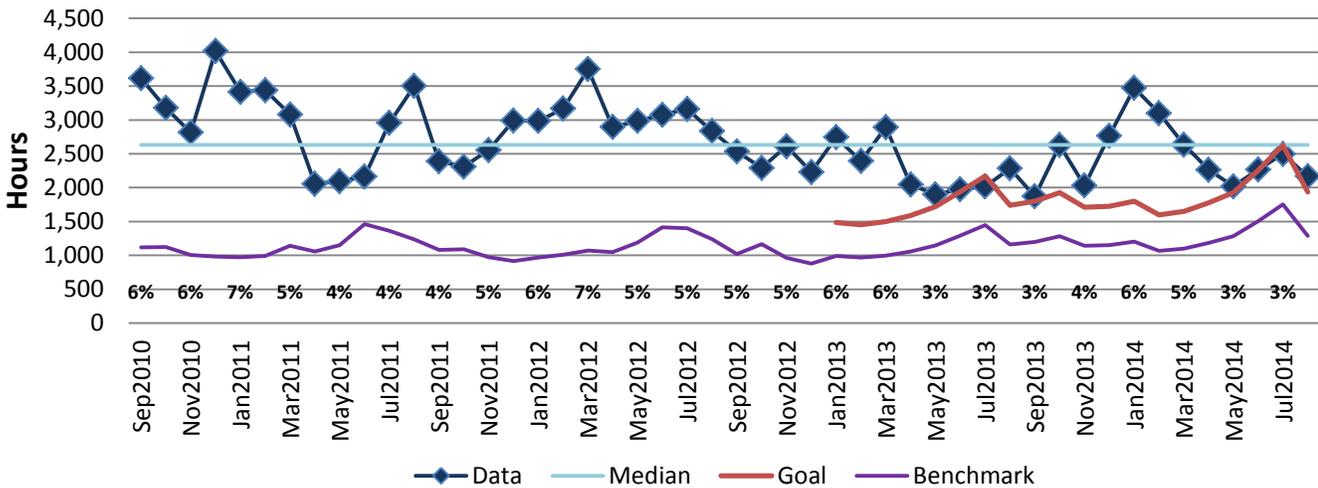
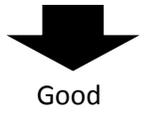
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY12, 31,195 Hrs, 2,307 Hrs Monthly Goal: No more than 3% of Hours Not Worked in a month Benchmark: 2% of total hours worked	Data Source: Psoft Payable Time Goal Source: Dept Mgmt Team Benchmark Source: Bureau of Labor Stats	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) Why Measure: Better understand the culture impacting attendance Next Improvement Step: Determine which root cause driver to address.

How Are We Doing?

Sep2013-Aug2014 12 Month Goal	Sep2013-Aug2014 12 Month Actual		Aug2014 Goal	Aug2014 Actual	
22,740	29,726		1,935	2,168	
Hours	Hours		Hours	Hours	

Hours Not Worked



Sep2013-Aug2014 Pareto Analysis

