

Hours Not Worked Emergency Management Agency



KPI Owner: Tonya Sangester

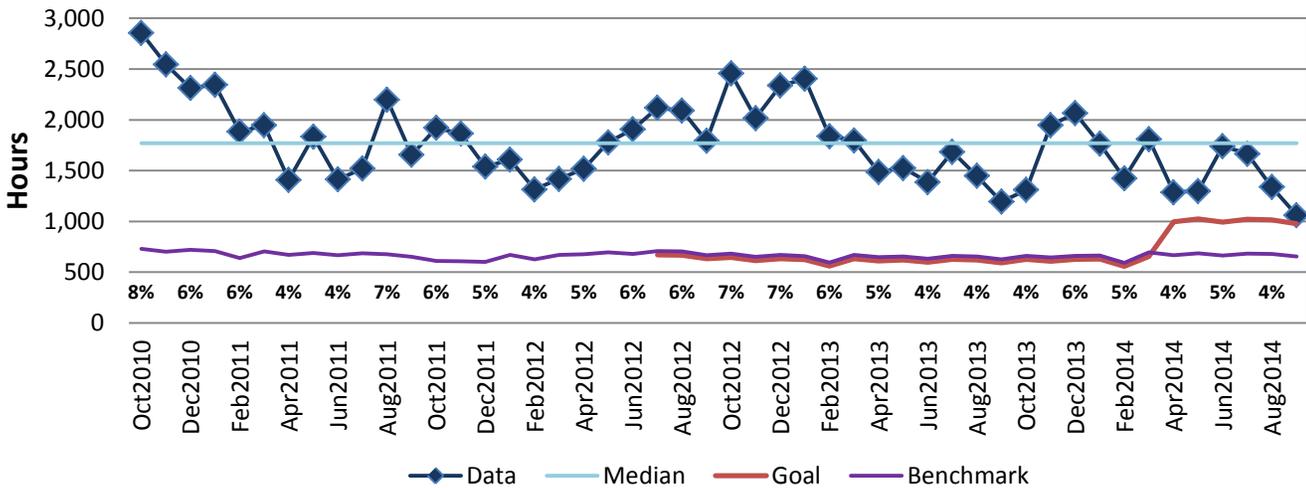
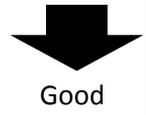
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 1,909 hours monthly avg in FY13 Goal: Reduce Hours Not Worked to 3% of all hours earned in a month Benchmark: local gov - 2%: non-worked hours	Data Source: PplSoft Payable Time Goal Source: Dept Management Team Benchmark Source: Bureau of Labor Stats	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Understand culture impact on employee attendance Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

Oct2013-Sep2014 12 Month Goal	Oct2013-Sep2014 12 Month Actual		Sep2014 Goal	Sep2014 Actual	
9,735	18,716		977	1,062	
Hours	Hours		Hours	Hours	

Hours Not Worked



Oct2013-Sep2014 Pareto Analysis

