

Hours Not Worked Public Health & Wellness



KPI Owner: Tammy Anderson

Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY 12 monthly average rate of 4.5% Goal: Reduce hours not worked to 4% of the total hours earned in a month by June 30, 2015 Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Enterprise KPI for productivity Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: Total # of hrs per month employees were not at work performing normal job functions (excludes vacations & holidays) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Ensure policies are being applied and enforced

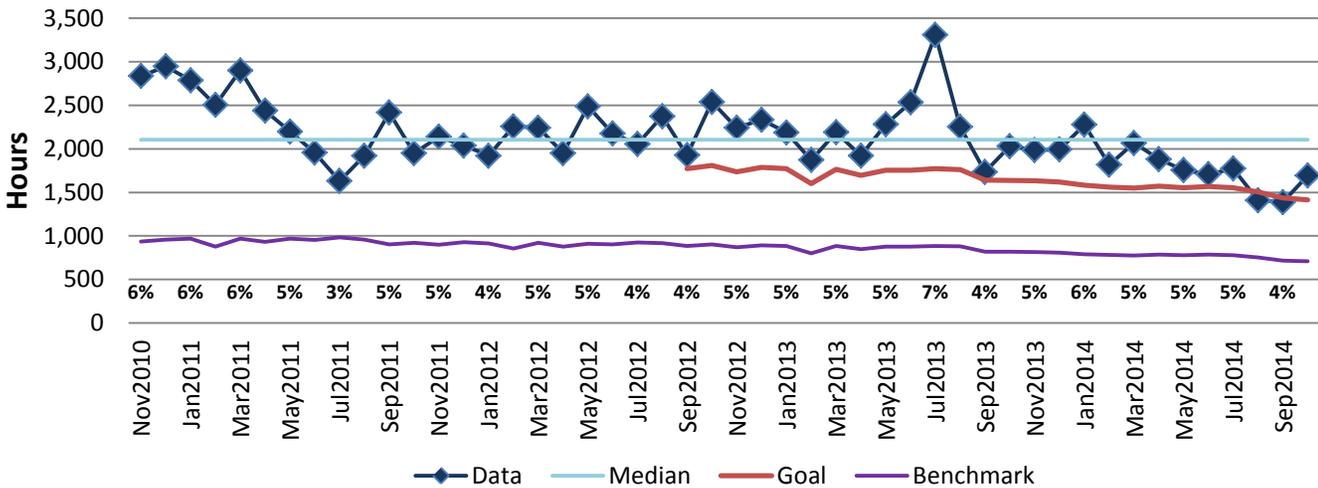
How Are We Doing?

Nov2013-Oct2014 12 Month Goal	Nov2013-Oct2014 12 Month Actual		Oct2014 Goal	Oct2014 Actual	
18,552	21,752		1,416	1,693	
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Nov2013-Oct2014 Pareto Analysis

