

School Field Trip Attendance Zoo



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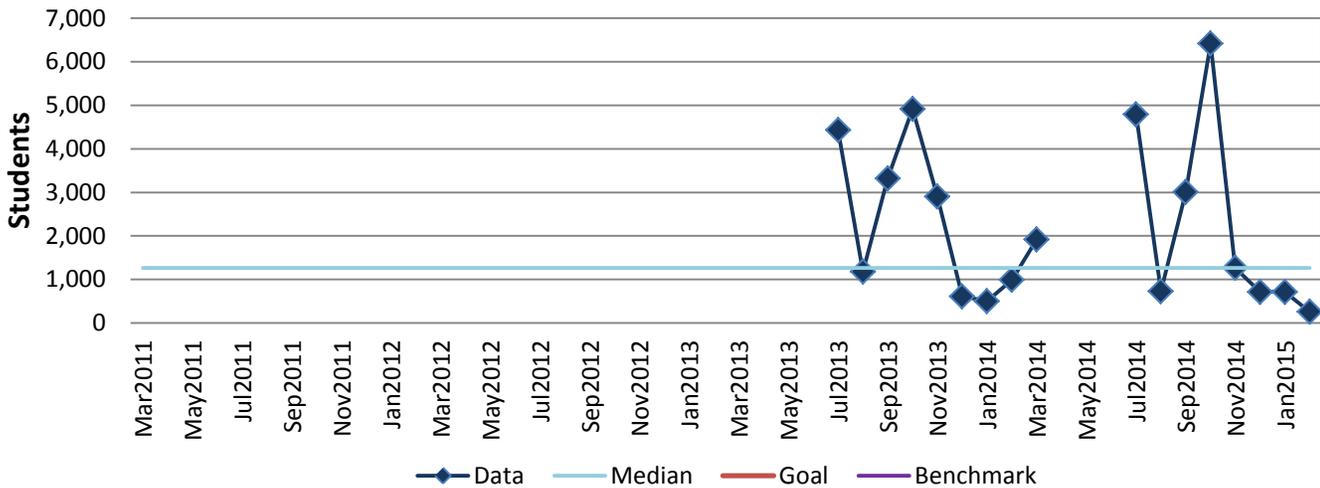
Process: Education

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 56,023 guests, FY 13 Goal: Increase Zoo Group Attendance Benchmark: TBD	Data Source: Zoo Attendance Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step is unclear Measurement Method: The number of school group attendees per month who visited the Zoo. Why Measure: Encourages a sense of responsibility for animal & plant life Next Improvement Step: Developing a new set of programs and fieldtrip guides for schools.

How Are We Doing?

Mar2014-Feb2015 12 Month Goal	Mar2014-Feb2015 12 Month Actual		Feb2015 Goal	Feb2015 Actual	
TBD	19,834		TBD	259	
Students	Students		Students	Students	

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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.