

# Hours Not Worked Youth Detention Services



KPI Owner: Assistant Directors

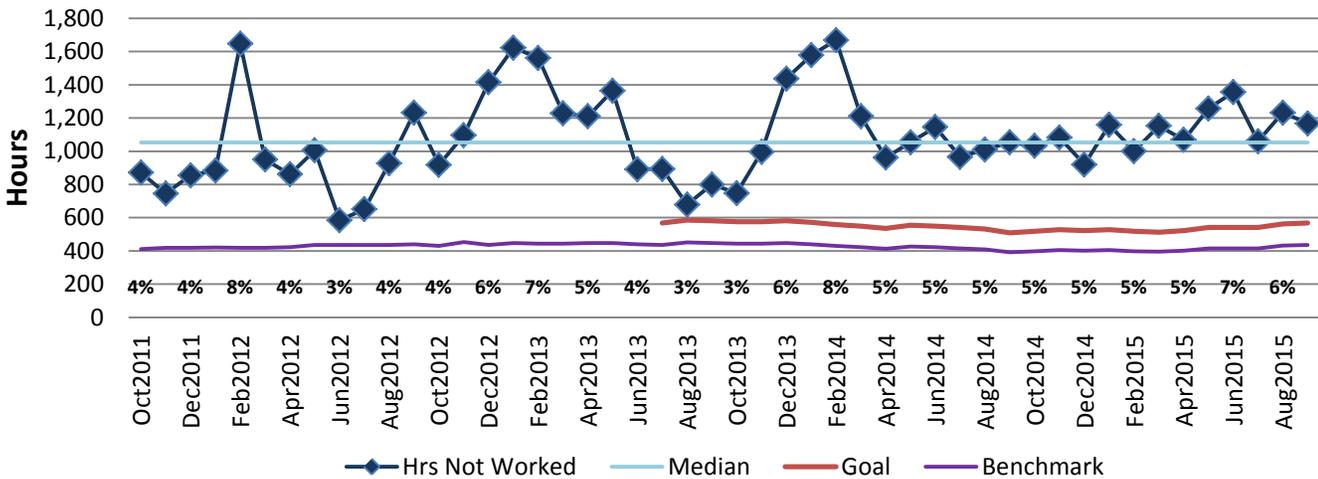
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 5% of total hours in FY 15 Goal: Reduce hours not worked to 2.6% of the total number hours earned in a month Benchmark: 2% for local government	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary 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), rate calculated by dividing by total standard hours Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Set up a meeting with OPI/HR to determine what can be done differently for top Pareto Root Causes

## How Are We Doing?

Oct2014-Sep2015 12 Month Goal	Oct2014-Sep2015 12 Month Actual		Sep2015 Goal	Sep2015 Actual	
<b>6,404</b>	<b>13,486</b>		<b>568</b>	<b>1,167</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



## Oct2014-Sep2015 Pareto Analysis

