

Animal Presentations Completed Zoo



KPI Owner: Steve Taylor

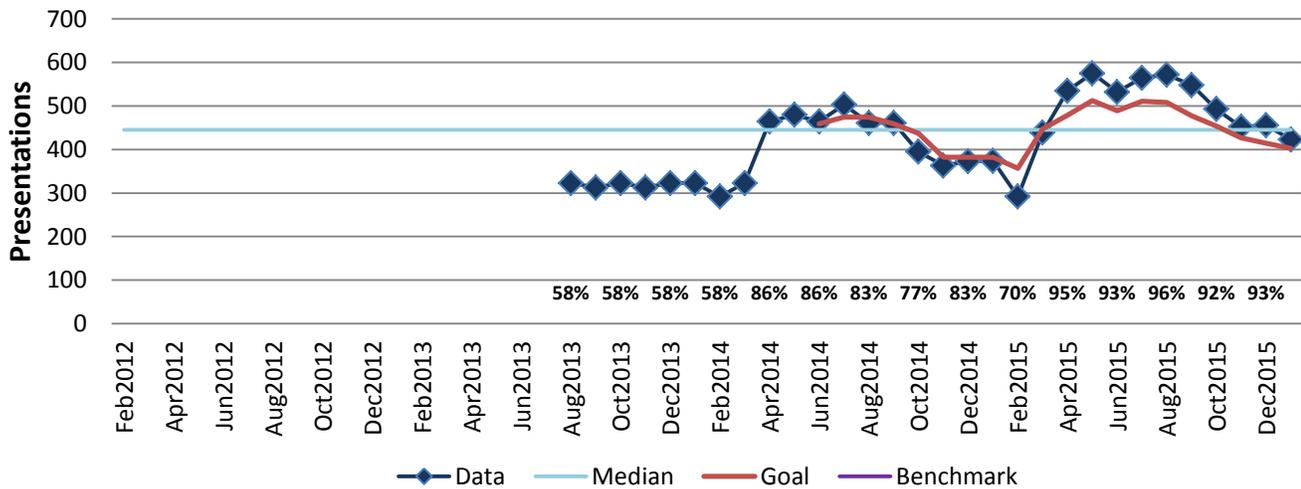
Process: Guest Experience

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Jul2013-Mar2014 58% completion rate Goal: Maintain reliability of animal presentations to 85% through June 2016. Benchmark: TBD	Data Source: Animal Area Reports Goal Source: Zoo's Strategic Plan Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Total number of animal presentations completed divided by the total number of possible presentations. Why Measure: To ensure the quality of guest experience is meeting guest expectations. Next Improvement Step: Continue to track and monitor progress. New communication plan under development. Guest wayfinding needs to be developed.

How Are We Doing?

Feb2015-Jan2016 12 Month Goal	Feb2015-Jan2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
5,479	5,882		403	423	
Presentations	Presentations		Presentations	Presentations	

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Aug2015-Jan2016 Pareto Analysis

