

# Hours Not Worked Louisville Free Public Library



KPI Owner: Belinda Catman

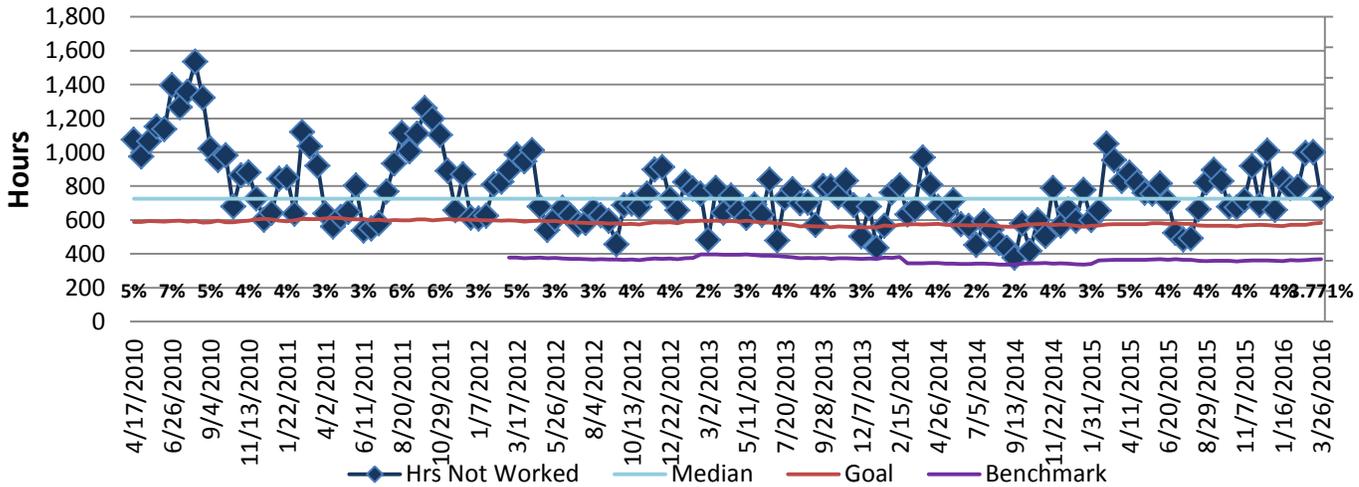
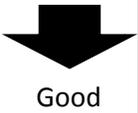
Process: Time and Attendance

| Baseline, Goal, & Benchmark   | Source Summary  | Continuous Improvement Summary   |
|---|---|--|
| Baseline: FY 12 Avg. Rate = 3.5%<br>Goal: Reduce Hours Not Worked to no more than 3% of Total Hours (495,563 * 3% = 14,866 for FY 2015-16).<br>Benchmark: Local Government Rate of 1.9% | Data Source: Payable Time PeopleSoft<br>Goal Source: Scope Summary<br>Benchmark Source: Bureau Labor Statistics | Plan-Do-Check-Act Step 8: Monitor and diagnose<br>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<br>Why Measure: Better understand culture impact on employee attendance<br>Next Improvement Step: Monitor effectiveness of new sick leave policy. |

### How Are We Doing?

| 03.29.15-03.26.16<br>12 Month Goal | 03.29.15-03.26.16<br>12 Month Actual |    | 03.13.16-03.26.16<br>Goal | 03.13.16-03.26.16<br>Actual |    |
|------------------------------------|--------------------------------------|----|---------------------------|-----------------------------|----|
| <b>14,877</b>                      | <b>19,941</b>                        | ⬇️ | <b>583</b>                | <b>733</b>                  | ⬇️ |
| Hours                              | Hours                                |    | Hours                     | Hours                       |    |

## Hours Not Worked



### 03.29.15-03.26.16 Pareto Analysis

