

High Sick Leave Consumption Human Relations Commission



KPI Owner: Diniah Calhoun

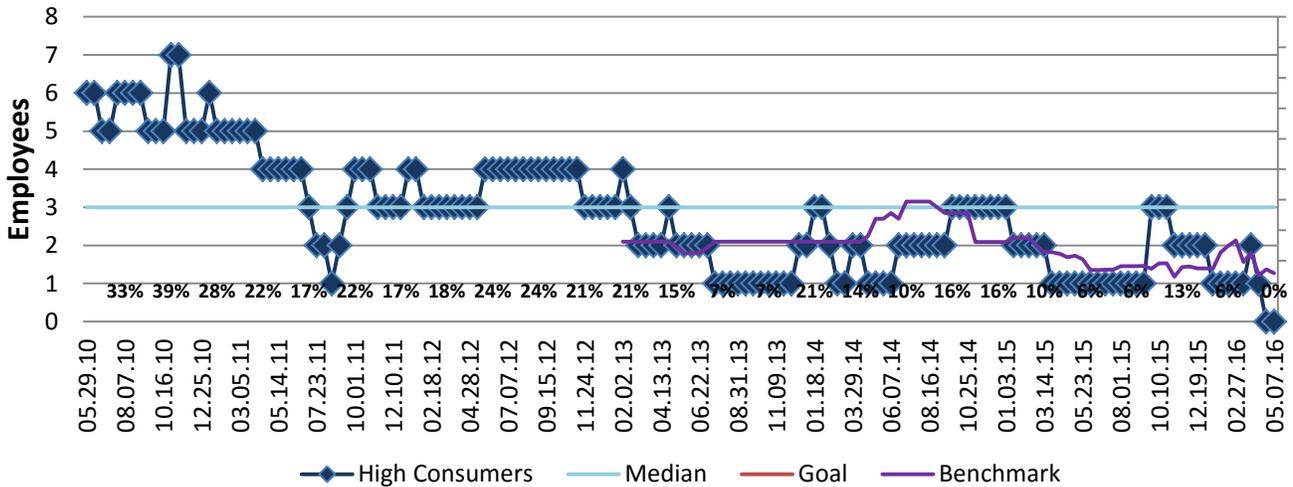
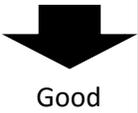
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14=17 employees or average of 1.4 Goal: TBD Benchmark: 7.47% LMG Top Quartile 05/07/16	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: Enterprise KPI Report	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: # of employees who used 9 or more out of 12 sick days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Set goal.

How Are We Doing?

05.25.14-05.07.16 Rolling 52wk Avg Goal	05.25.14-05.07.16 Rolling 52wk Avg		05.10.15-05.07.16 Goal	05.10.15-05.07.16 Actual	
TBD	1	⚡	TBD	0	⚡
Employees	Employees		Employees	Employees	

High Sick Leave Consumption



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.