

Lynda.com Total Certificates Earned Louisville Free Public Library



KPI Owner: Julie Scoskie

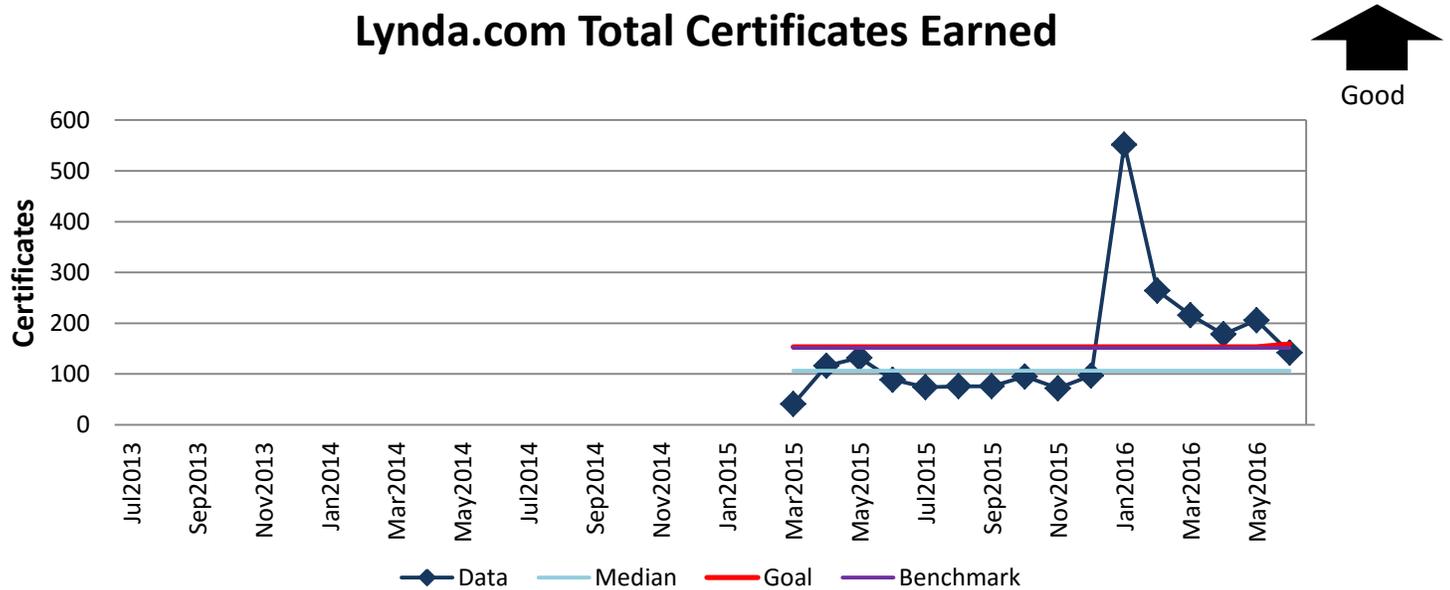
Process: Training

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: 1,842 = AVG + 5% by end of FY 2015-16 Benchmark: TBD	Data Source: Lynda.com Monthly Report Goal Source: TBD Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Count of all Total certificates of completion Why Measure: To quantify benefit from Lynda.com Next Improvement Step: Renew for 2016 and continue to promote.

How Are We Doing?

Jul2015-Jun2016 12 Month Goal	Jul2015-Jun2016 12 Month Actual		Jun2016 Goal	Jun2016 Actual	
1,847	2,048		159	142	
Certificates	Certificates		Certificates	Certificates	

Lynda.com Total Certificates Earned



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.