

# Hours Not Worked Community Services



KPI Owner: Robin Grammer

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY2013 4.7% avg. Goal: Reduce hours not worked to 3.3% (mean of baseline and benchmark) by June 2015. Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Scope Summary Benchmark Source: Bureau Labor Statistics	Plan-Do-Check-Act Step 3: Determine and quantify root causes 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: Generate and prioritize potential solutions

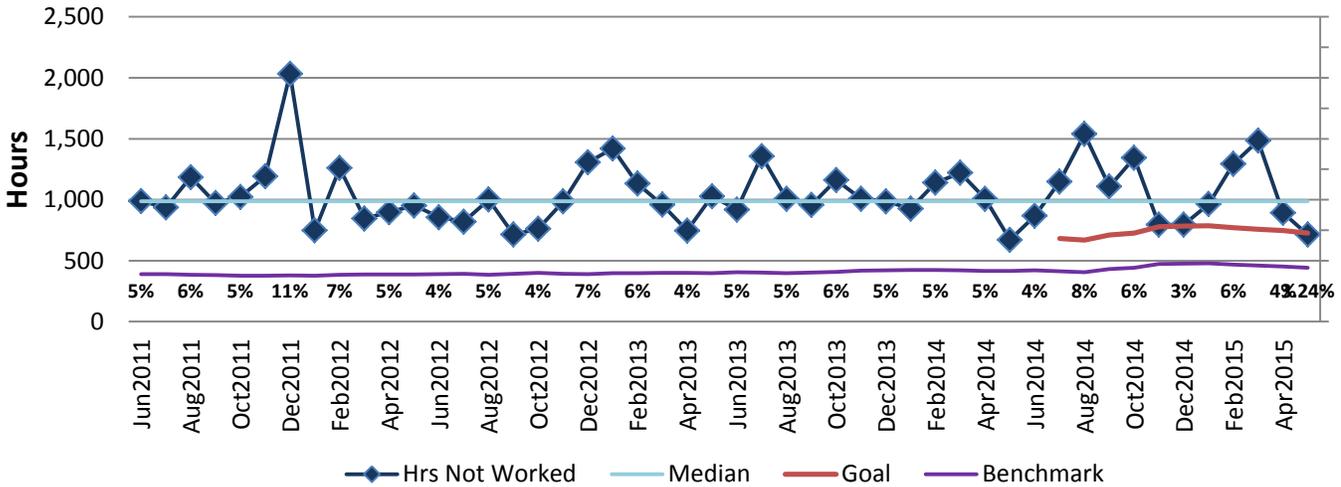
## How Are We Doing?

Jun2014-May2015 12 Month Goal	Jun2014-May2015 12 Month Actual		May2015 Goal	May2015 Actual	
<b>8,134</b>	<b>12,944</b>		<b>726</b>	<b>713</b>	
Hours	Hours		Hours	Hours	

## Hours Not Worked



Good



## Jun2014-May2015 Pareto Analysis

