

Hours Not Worked Emergency Management Agency



KPI Owner: Tonya Sangester

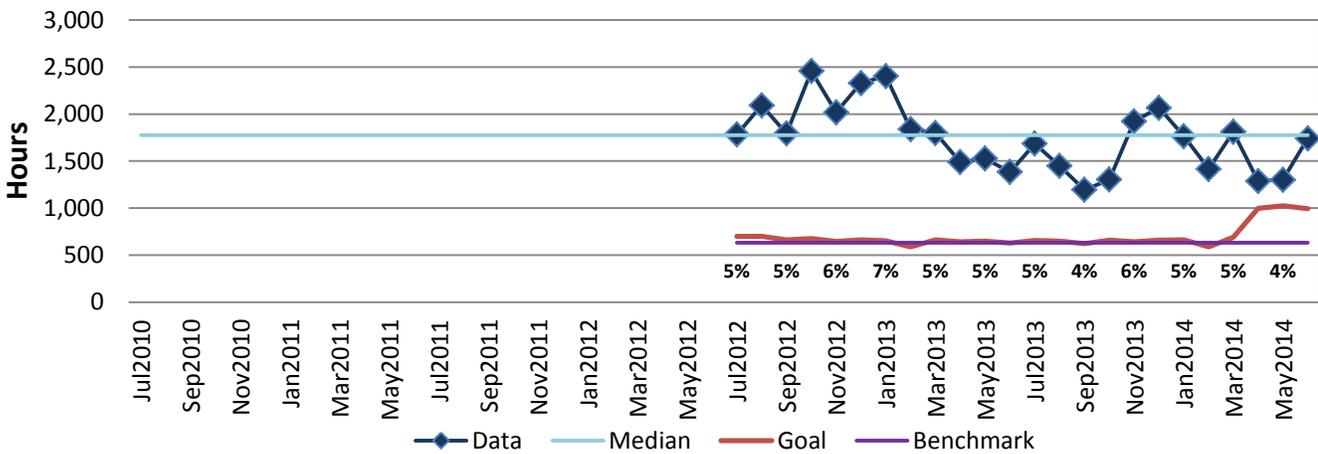
Process: Time and Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 1,732 hours monthly avg one year prior to LouieStat Goal: Reduce hours not worked to the National Benchmark of 3% of all hours earned in a month Benchmark: 2% of all hours available in a month (633 hours)	Data Source: Peoplesoft Goal Source: Dept Mgmt Team Benchmark Source: Bureau of Labor Statiscis	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) Why Measure: Better understand culture impact on employee attendance Next Improvement Step:

How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
8,842	18,937		993	1,741	
Hours	Hours		Hours	Hours	

Hours Not Worked



Jul2013-Jun2014 Pareto Analysis

