**Average Number of 56 hr Employees off Sick**

**Louisville Fire Department**

**KPI Owner:** LFD Leadership Team  
**Process:** Sick Leave Management

<table>
<thead>
<tr>
<th>Baseline, Goal, &amp; Benchmark</th>
<th>Source Summary</th>
<th>Continuous Improvement Summary</th>
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</table>
| Baseline: FY15: 4.2 employees  
Goal: To reduce the average number of employees off sick per day to no more than 3. | Data Source: Car 5 Riding Strength Wkbk  
Goal Source: LFD Leadership Team  
Benchmark Source: N/A | Plan-Do-Check-Act Step 6: Validate that solutions work  
Measurement Method: The monthly sum of the daily number of 56 hr employees off sick per day divided by the number of days in the month.  
Why Measure: To help maintain full riding strength.  
Next Improvement Step: Standardize and replicate validated solutions. |

**Baseline: FY15: 4.2 employees**  
**Goal: To reduce the average number of employees off sick per day to no more than 3.**

**Benchmark:** N/A

<table>
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<tr>
<th>Oct2017-Sep2018 12 Month Goal</th>
<th>Oct2017-Sep2018 12 Month Average</th>
<th>Sep2018 Goal</th>
<th>Sep2018 Actual</th>
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</thead>
<tbody>
<tr>
<td>3</td>
<td>3.39</td>
<td>3</td>
<td>2.65</td>
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</tbody>
</table>

**Employees**  
**Employees**

### How Are We Doing?

**Average Number of 56 hr Employees off Sick**

**Good**

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.