

Hours Not Worked Public Works & Assets Streets & Roads



KPI Owner: Greg Hicks

Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 9% FY12 monthly average rate Goal: Reduce the number of Non-Worked hours compared to the standard number of hours from 9% in FY12 to 5% by then end of FY13 and 4% by the end of FY15 Benchmark: Local Government rate of 2%	Data Source: Payable Time PeopleSoft Goal Source: Dept Leadership Team 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) Why Measure: Better understand culture impact on employee attendance Next Improvement Step: Meet with pilot Pareto data collection participants to determine method for Pareto data collection for all of PWA

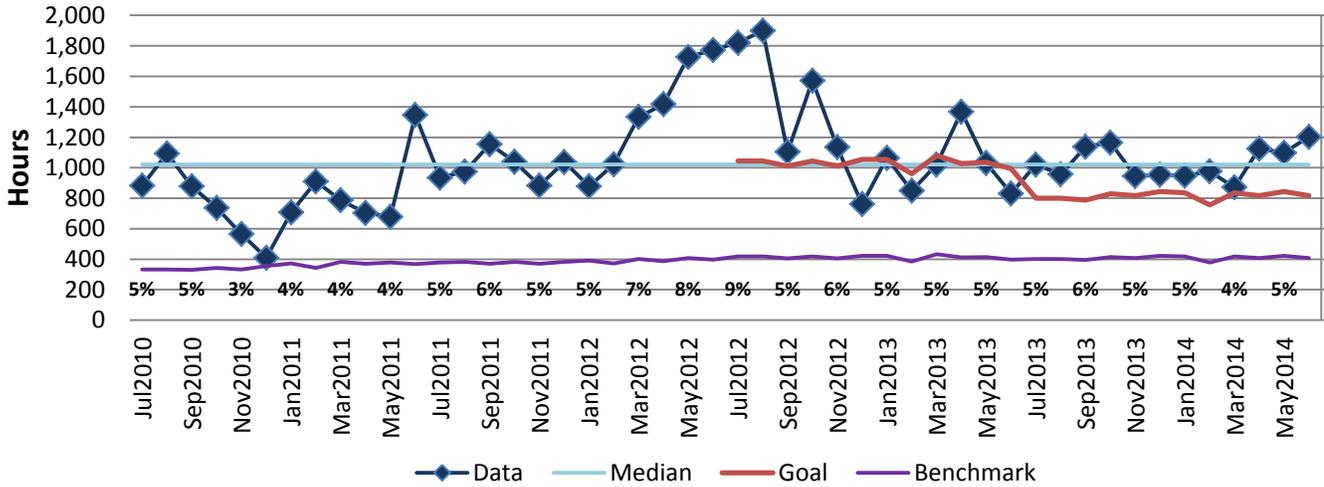
How Are We Doing?

Jul2013-Jun2014 12 Month Goal	Jul2013-Jun2014 12 Month Actual		Jun2014 Goal	Jun2014 Actual	
9,781	12,403	⬇	816	1,203	⬇
Hours	Hours		Hours	Hours	

Hours Not Worked



Good



Jul2013-Jun2014 Pareto Analysis

