

High Sick Leave Consumption Metro Parks



KPI Owner: Nancy Ray

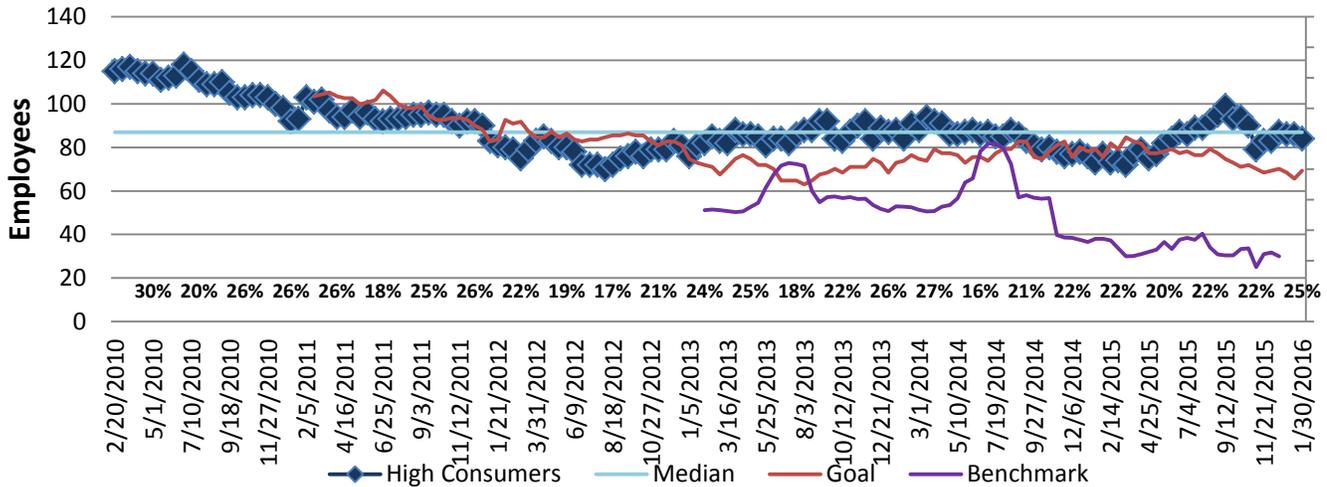
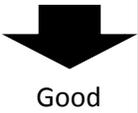
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 83 Employees CY15 average Goal: Reduce the high number of employees by 10% of same month in previous year Benchmark: 8.72% LMG Top Quartile 12/19/15	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: Enterprise KPI Report	Plan-Do-Check-Act Step 4: Generate and prioritize potential solutions Measurement Method: # of employees who used 9 or more out of 12 sick days in a 12 month period; rate calculated by dividing by total employees Why Measure: Promote a culture in which sick time is used appropriately Next Improvement Step: Determine which root cause driver to address

How Are We Doing?

02.02.14-01.30.16 Rolling 52wk Avg	02.02.14-01.30.16 Rolling 52wk Avg		02.01.15-01.30.16 Goal	02.01.15-01.30.16 Actual	
75	84	⬇	69	84	⬆
Employees	Employees		Employees	Employees	

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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.