

# Hours Not Worked Metro Animal Services



KPI Owner: Stephanie Moore

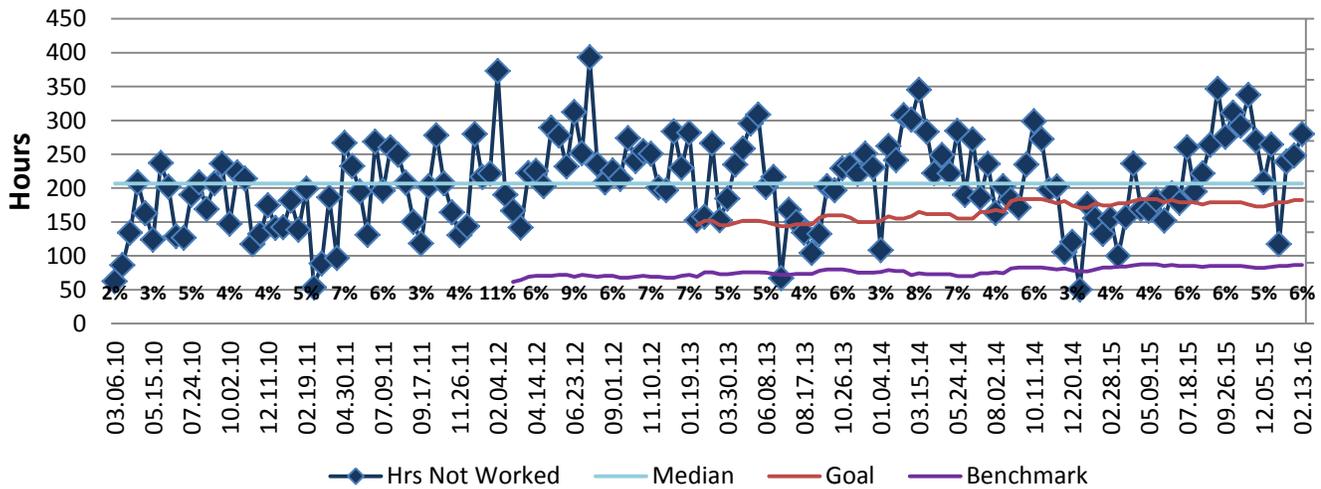
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: CY14, 5,358 Hrs. or 5% of Total Hrs. Goal: Compared to FY13 (July 12-June 13), reduce hours not worked to no more than 4% of total hours by June 30, 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 is Unclear 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: Investigate root causes of hours lost due to work related illness & injury. Coach employees who use high sick leave.

## How Are We Doing?

02.15.15-02.13.16 12 Month Goal	02.15.15-02.13.16 12 Month Actual		01.31.16-02.13.16 Goal	01.31.16-02.13.16 Actual	
<b>4,654</b>	<b>5,821</b>	⬇️	<b>182</b>	<b>280</b>	⬇️
Hours	Hours		Hours	Hours	

## Hours Not Worked



## 02.15.15-02.13.16 Pareto Analysis

