

High Sick Leave Consumption Human Relations Commission



KPI Owner: Dinish Calhoun

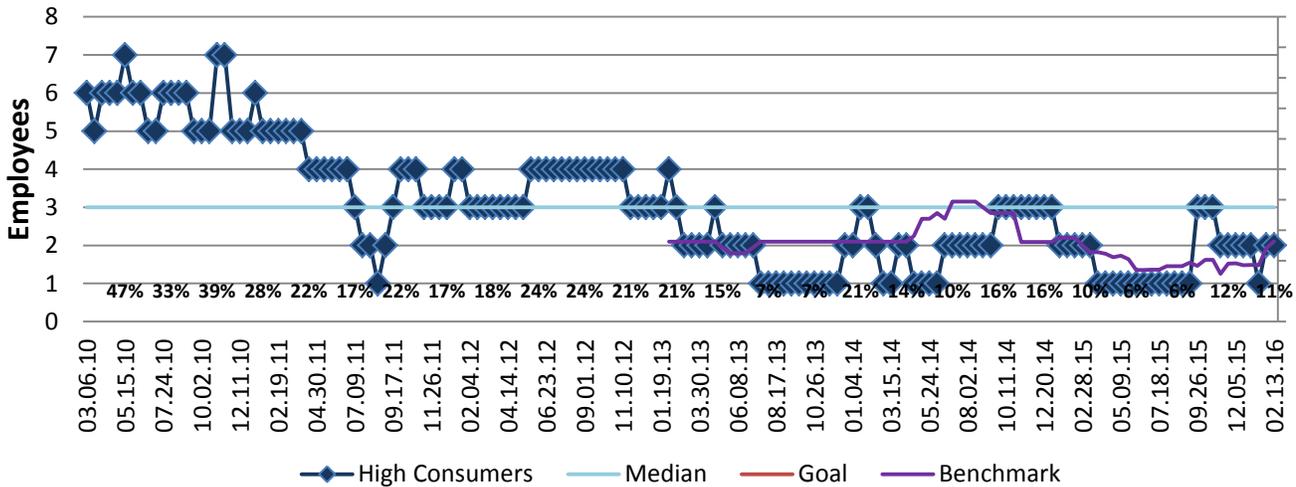
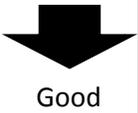
Process: Time & Attendance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY14=2 employees out of 21 Goal: TBD Benchmark: 11.72% LMG Top Quartile 02/13/16	Data Source: Payable Time Peoplesoft Goal Source: Scope Summary Benchmark Source: Enterprise KPI Report	Plan-Do-Check-Act Step 1: Define the problem 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: Set goal.

How Are We Doing?

03.02.14-02.13.16 Rolling 52wk Avg Goal	03.02.14-02.13.16 Rolling 52wk Avg		02.15.15-02.13.16 Goal	02.15.15-02.13.16 Actual	
TBD	2		TBD	2	
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.