



Pareto Scenario One

Scenario One

Problem Statement

As Kah-Nee-Ta brings new employees onto our team, within 30 days half of them are leaving the enterprise either because they chose to leave or because we chose to have them leave. What is causing these new employees to leave?

Possible Causes

These causes of leaving KNT in the first 30 days are in no particular order and of course are not prioritized. This is your job.

- Work skills lacking (never have worked before or done so well)
- Transportation issues
- Family constraints (children, spouse, parents)
- Poor match to job
- Unrealistic expectations by new employee
- Work expectations unclear
- Lack of coaching
- No on the job training
- No mentor assigned
- Lack of department orientation
- Lack of organizational orientation
- Do not know job standards
- Unable to do job hired for
- Unwilling to do job hired for
- Overwhelmed by job
- Poor Attitude
- Moved away
- Found other job
- Pay issues
- No support to continue working from family

Task at Hand

You as a group will need to figure out how to prioritize these causes then use the Pareto Analysis to choose the 20% of the causes that are producing 80% of the problem. Be ready to share your results with the whole group. And be careful to not simply say attendance. Attendance may be a symptom of a cause, but not the cause. Dig deep and get to the root of the issue. This is called the root cause.

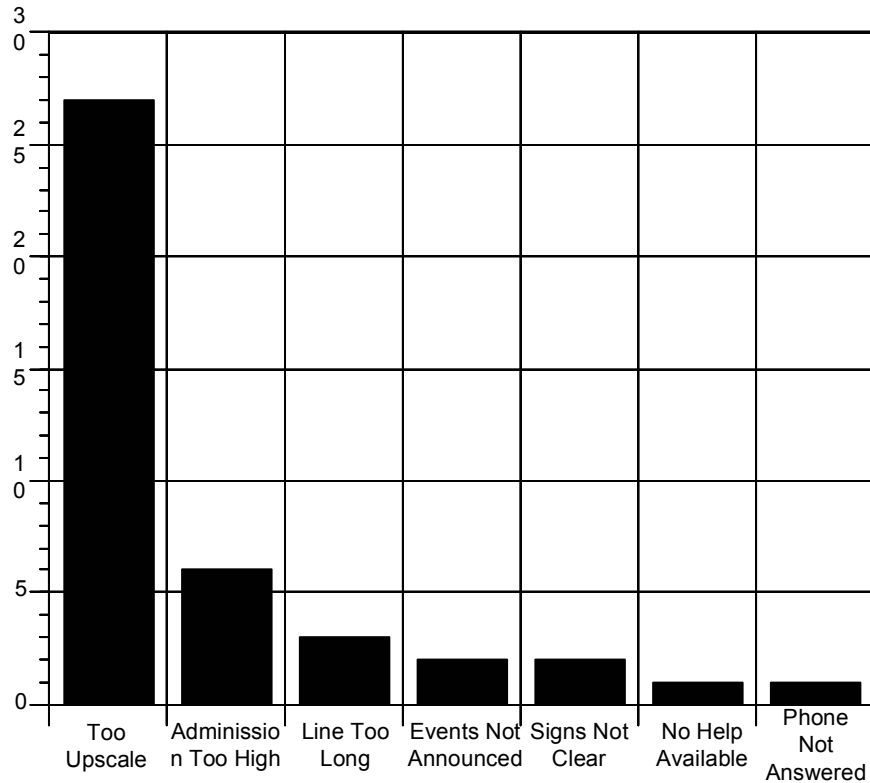
Hints:

- You can have each person select the top 10 in order of preference via PostIt notes assigning a 1-10 to each one. Do a histogram (pile "x's" on top of each other for each vote for each cause) and pretty soon you will have some causes with 10 "x's" and others with 1 "x". Put in order from large to small and there you have built a histogram. See example attached on the next page. What are the total number of "x's" collected? If you have 50 "x's" in all and your top cause has 5 "x's", that cause accounts for 10% of the problem.
- Of course you can vote and poll or have a focus group put values on each as well. Good luck.



Pareto Scenario One

Pareto Chart Customer complaints



Note: In the above example "too upscale" had 27 votes and "phone not answered" had one. Which one had a bigger impact on causing the problem? Of course "too upscale" so you would address this cause.