

# Longest Time a Vehicle Waited for Repair - Fleet Sedan Shop Office of Management & Budget



KPI Owner: Matt Maskey

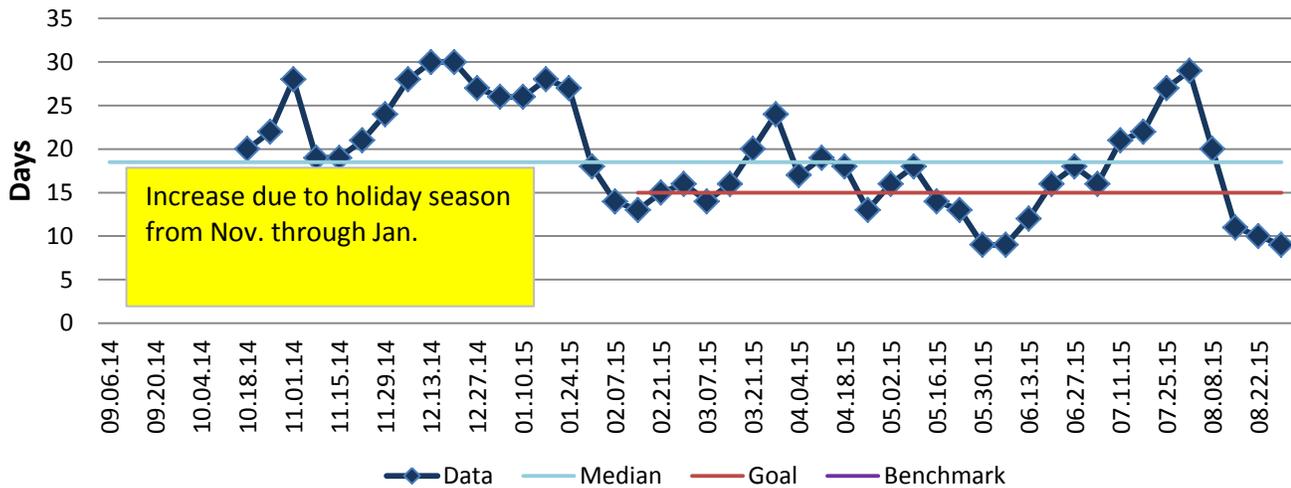
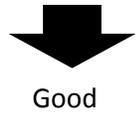
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 35 Days October 2014 (PreKaizenEvent) Goal: Compared to a baseline of 35 days, reduce the longest time that a vehicle waited for a repair to 15 days.  Benchmark: TBD	Data Source: Sedan Shop KPI Workbook  Goal Source: Fleet Management  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Each data point represents the number of days that the oldest vehicle has waited at the fleet shop for repair.  Why Measure: To improve the wait time.  Next Improvement Step: Determine additional ways to collect data to represent the entire workload in the Sedan Shop.

### How Are We Doing?

08.31.14-08.29.15 12 Month Goal	08.31.14-08.29.15 12 Month Average		08.23.15-08.29.15 Goal	08.23.15-08.29.15 Actual	
<b>15</b>	<b>17</b>		<b>15</b>	<b>9</b>	
Days	Days		Days	Days	

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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.