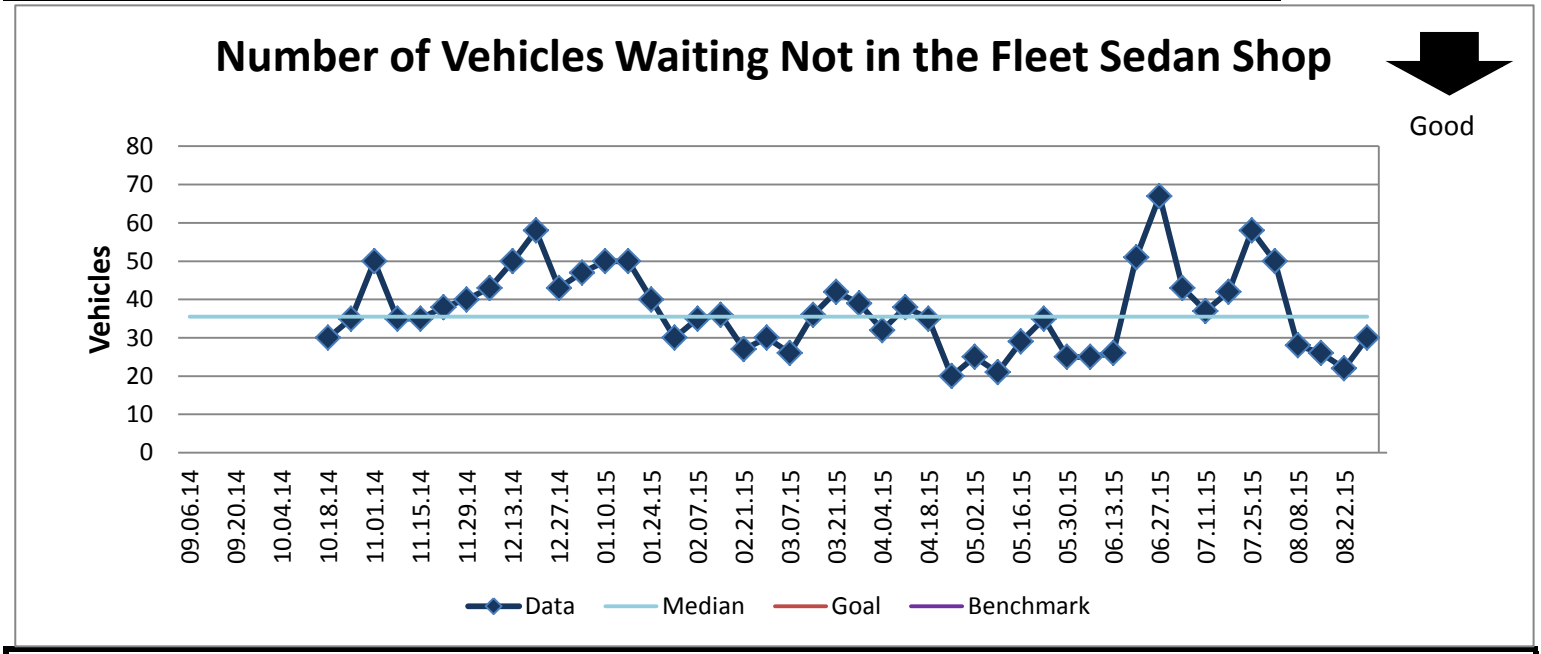
Number of Vehicles Waiting Not in the Fleet Sedan Shop
Office of Management & Budget

KPI Owner: Matt Maskey | **Process: Vehicle Repair**

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD 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 a count of the number of vehicles waiting on the lot outside the Sedan Shop. Why Measure: To improve the wait time. Next Improvement Step: Determine performance expectations and management action levels for this indicator

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	
TBD	35		TBD	30	
Vehicles	Vehicles		Vehicles	Vehicles	



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.

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