

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

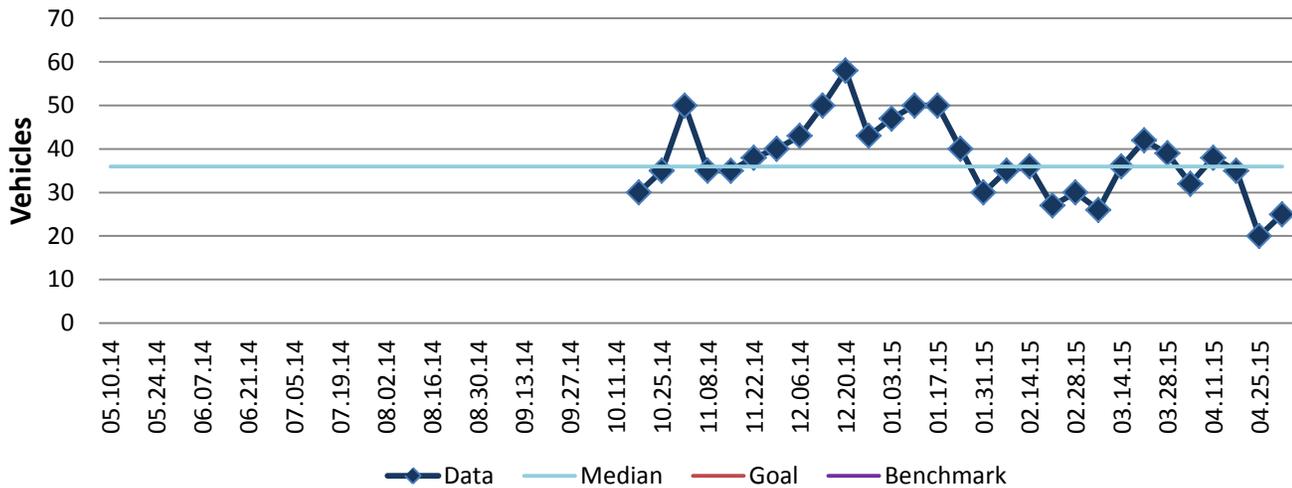
How Are We Doing?

05.04.14-05.02.15 12 Month Goal	05.04.14-05.02.15 12 Month Actual		04.26.15-05.02.15 Goal	04.26.15-05.02.15 Actual	
TBD	38		TBD	25	
Vehicles	Vehicles		Vehicles	Vehicles	

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Good



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.