

Vehicle Work in Process - Fleet Sedan Shop

Office of Management & Budget



KPI Owner: Matt Maskey

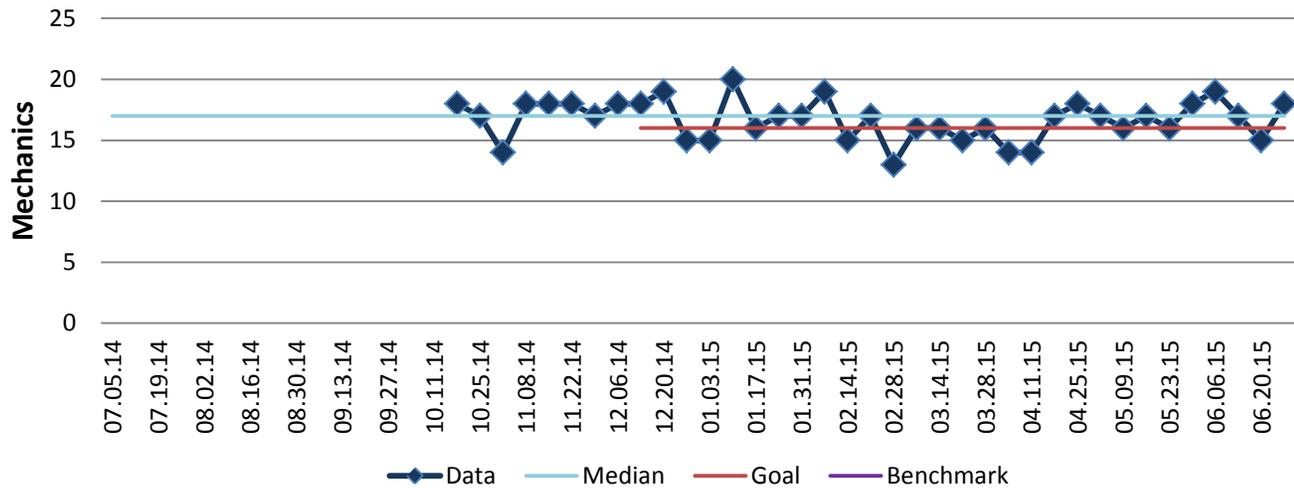
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Compared to no baseline, maintain 16 mechanics assigned to fleet repairs at any given time. 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: TBD Why Measure: TBD Next Improvement Step: Clarify what is being measured.

How Are We Doing?

06.29.14-06.27.15 12 Month Goal	06.29.14-06.27.15 12 Month Average		06.21.15-06.27.15 Goal	06.21.15-06.27.15 Actual	
16	16		16	18	
Mechanics	Mechanics		Mechanics	Mechanics	

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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.