

# Total Number of Job Orders Closed - Sedan Shop Fleet & Facilities



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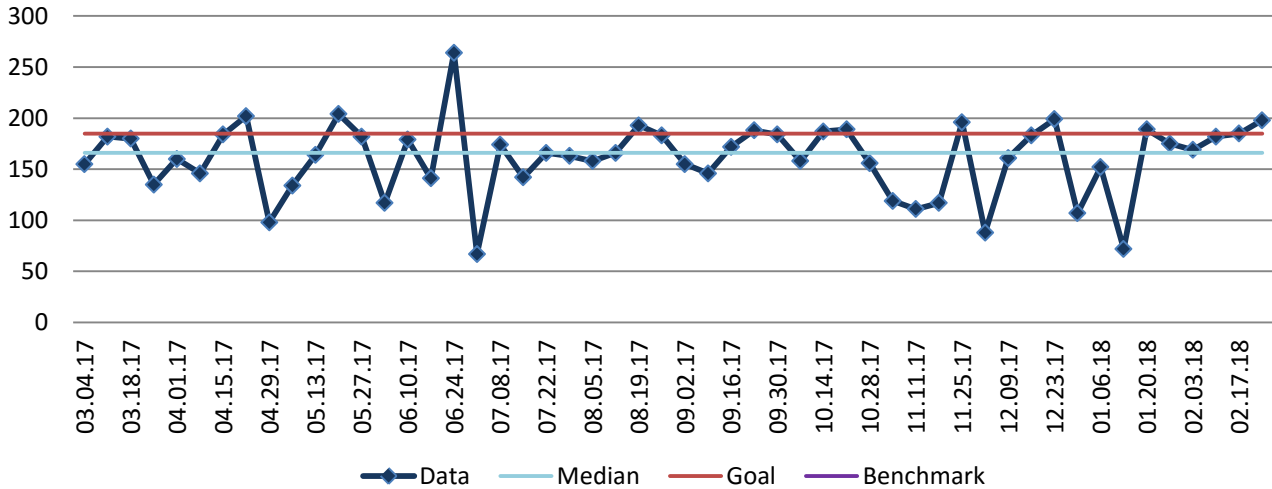
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Complete more than 185 Job Orders per week Benchmark: TBD	Data Source: 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 total number of Job Orders completed each week Why Measure: Understand the work load in the Sedan Shop Next Improvement Step: Continue to monitor and diagnose

### How Are We Doing?

02.26.17-02.24.18 12 Month Goal	02.26.17-02.24.18 12 Month Actual		02.18.18-02.24.18 Goal	02.18.18-02.24.18 Actual	
<b>185</b>	<b>161</b>		<b>185</b>	<b>198</b>	
Average # Job Orders	Average # Job Orders		Job Orders	Job Orders	

## Total Number of Job Orders Closed - Sedan Shop



**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.**