

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



KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Complete more than 110 Work Orders in a 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 a weekly count of the number of work orders completed Why Measure: Understand the work load in the Truck Shop Next Improvement Step: Continue to monitor and diagnose

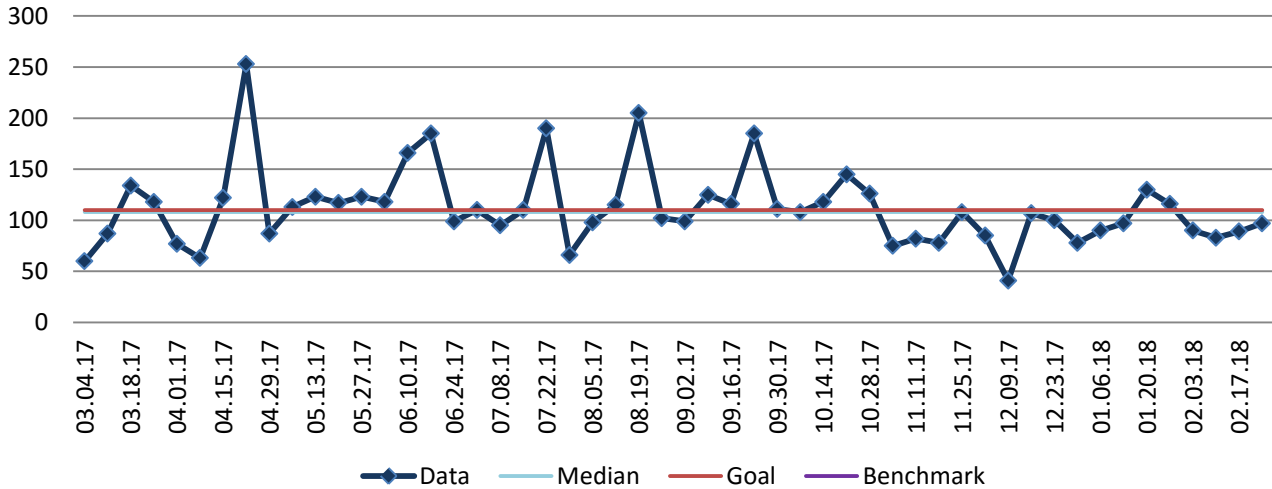
## How Are We Doing?

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>110</b>	<b>112</b>		<b>110</b>	<b>97</b>	
Average # Job Orders	Average # Job Orders		Job Orders	Job Orders	

## Total Number of Job Orders Closed - Truck Shop



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.