

# Number of Days Out of Service Waiting for Repair -Sedan Fleet & Facilities



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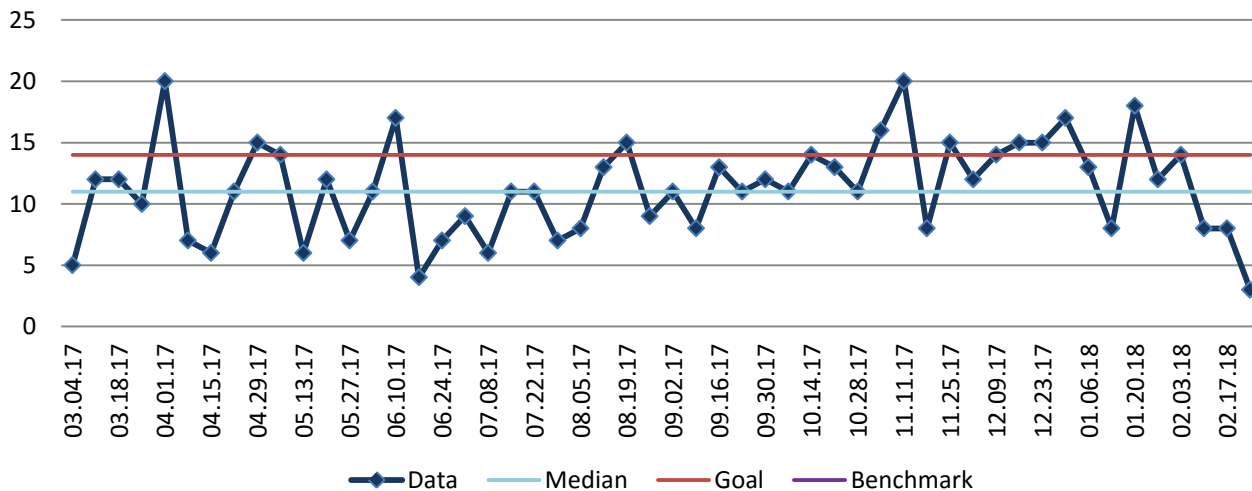
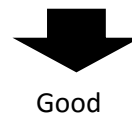
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 35 Days - Oct. 2014 (Pre-Kaizen) Goal: Reduce the longest time that a vehicle waited for repair to 14 days  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 longest number of days a vehicle has waited at the Sedan Shop.  Why Measure: Improve wait time  Next Improvement Step: Find additional ways to collect data to represent the entire workload in the Sedan Shop

### 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>14</b>	<b>11</b>		<b>14</b>	<b>3</b>	
Average # Days	Average # Days		Days	Days	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.