

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



KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 77 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 Truck Shop. Why Measure: Improve wait time Next Improvement Step: Find additional ways to collect data to represent the entire workload in the Truck Shop

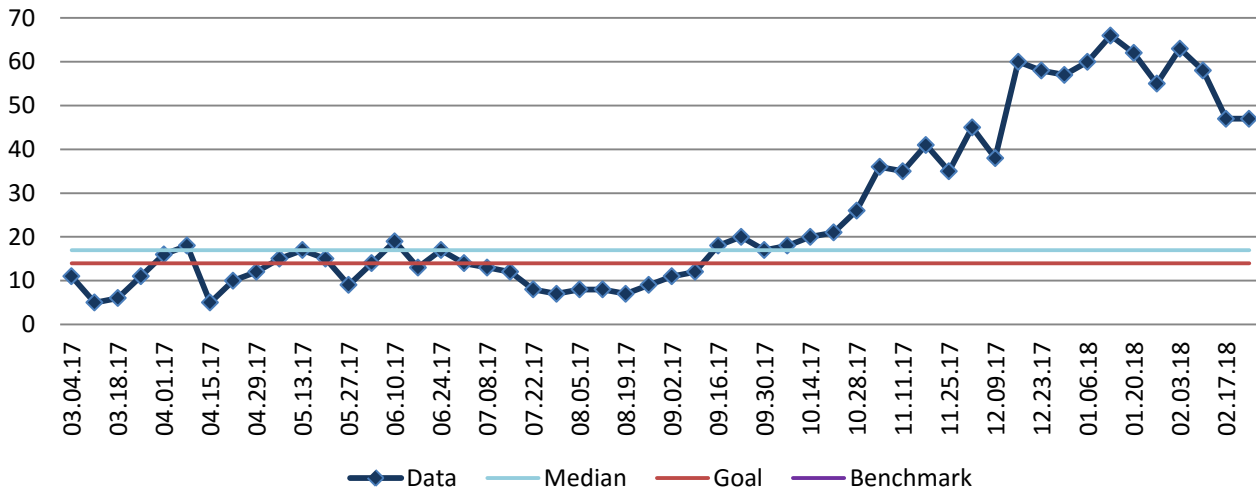
How Are We Doing?

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	
14	25		14	47	
Average # Days	Average # Days		Days	Days	

Number of Days Out of Service Waiting for Repair -Truck



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.