

# Number of Vehicles Waiting for Repair - Sedan Shop Fleet & Facilities



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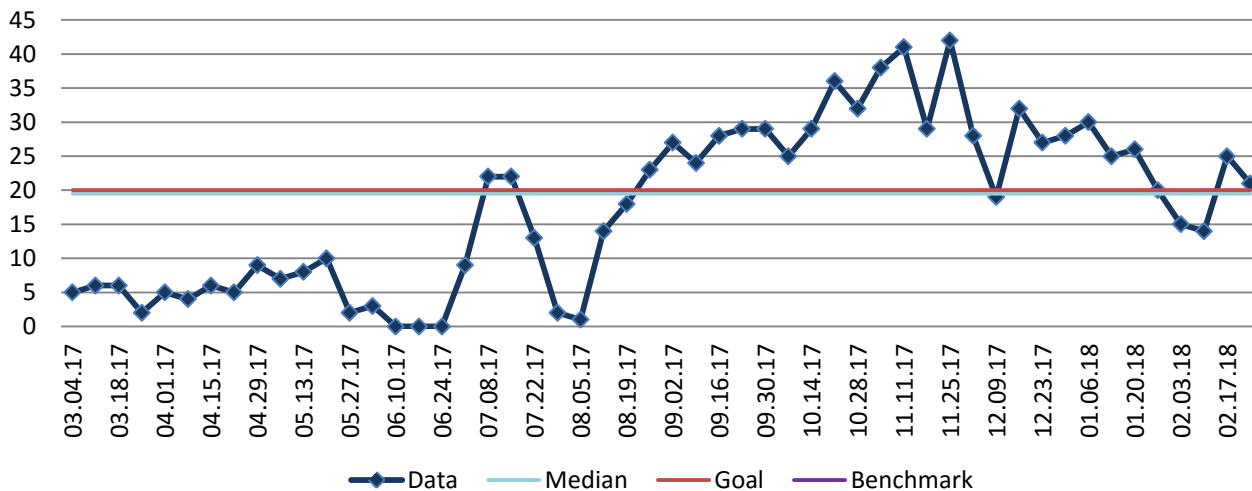
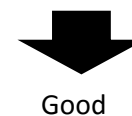
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 38 - Oct. 2014 (Pre-Kaizen) Goal: Maintain staffing levels of 20 mechanics in the Sedan shop  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 number of vehicles waiting on the lot for repair  Why Measure: Improve wait time  Next Improvement Step: Determine performance expectations and management action levels for this indicator

### How Are We Doing?

02.26.17-02.24.18 12 Month Goal	02.17.18-02.24.18 12 Month Actual		02.18.18-02.24.18 Goal	02.18.18-02.24.18 Actual	
<b>20</b>	<b>18</b>		<b>20</b>	<b>21</b>	
Average # Number	Average # Number		Vehicles	Vehicles	

## Number of Vehicles Waiting for Repair - 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.**