

Number of Vehicles Waiting for Repair - Truck Shop Fleet & Facilities



KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 60 - Oct. 2014 (Pre-Kaizen) Goal: Maintain staffing levels of 30 mechanics in the Truck 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: To improve wait time Next Improvement Step: Determine performance expectations and management action levels for this indicator

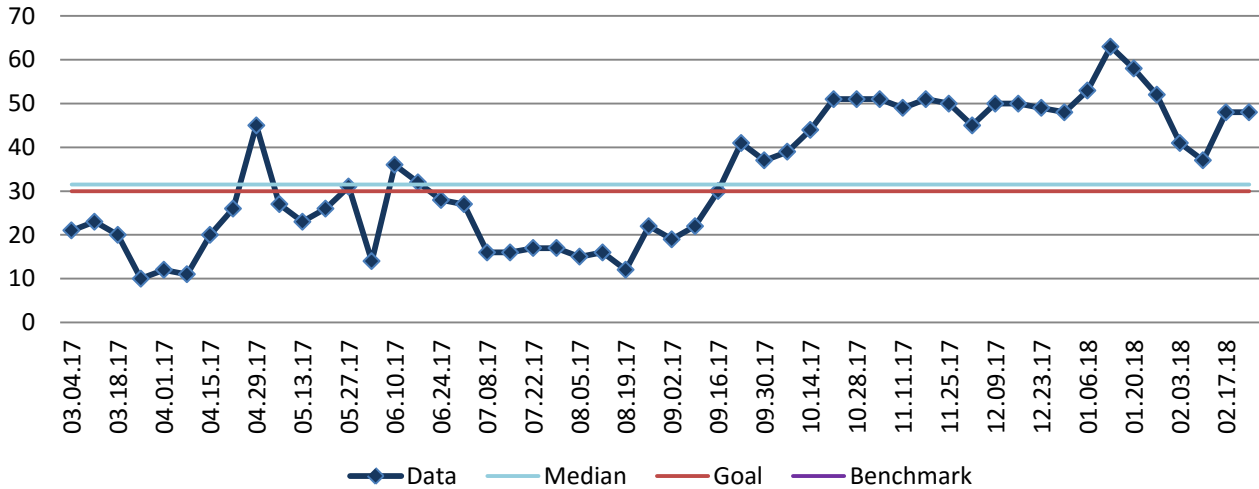
How Are We Doing?

02.26.17-02.24.18 12 Month Goal	02.26.17-02.24.18 12 Month Actual		02.18.18-02.24.18 Goal	02.18.18-02.24.18 Actual	
30	33		30	48	
Average # Vehicles	Average # Vehicles		Vehicles	Vehicles	

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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.