

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



KPI Owner: Matt Maskey

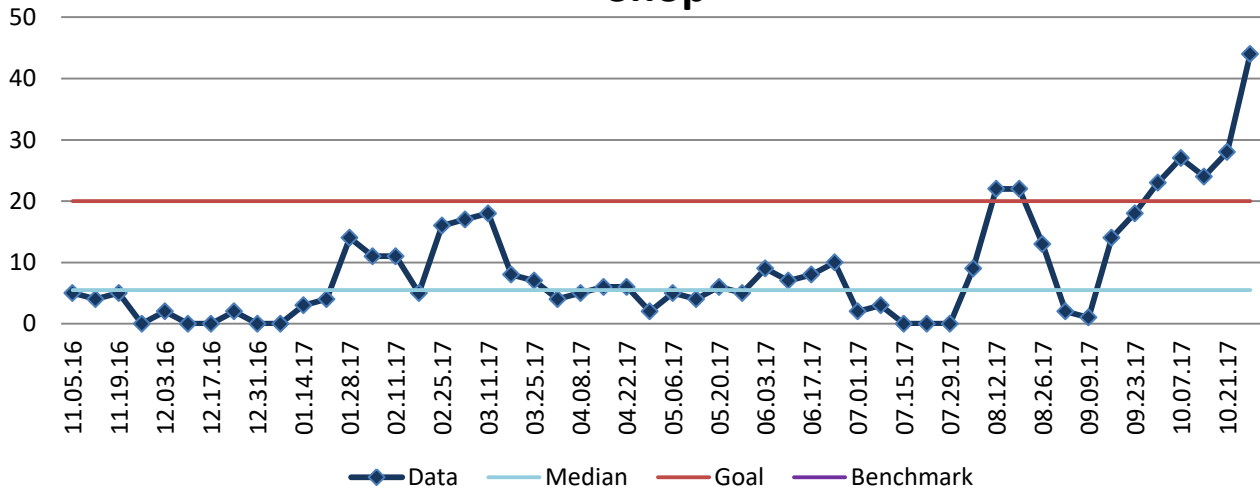
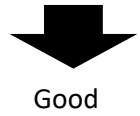
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 38 - October 2014 (Pre-Kaizen) Goal: Reduce the longest time that a vehicle waited to be brought into shop for repair.  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 a count of the number of vehicles waiting on the lot outside the Fleet Sedan Shop 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?

10.30.16-10.28.17 12 Month Goal	10.30.16-10.28.17 12 Month Actual		10.22.17-10.28.17 Goal	10.22.17-10.28.17 Actual	
<b>1,040</b>	<b>461</b>		<b>20</b>	<b>44</b>	
Vehicles	Vehicles		Vehicles	Vehicles	

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**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.**