

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



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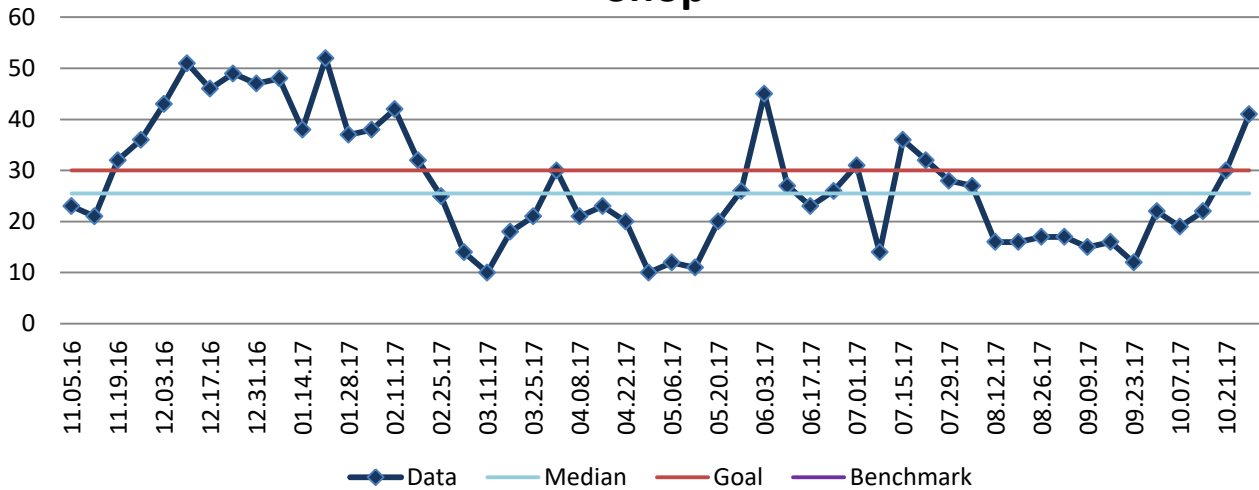
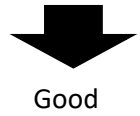
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 60 - 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 Truck 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	
1,560	1,428		30	41	
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.