

Total Vehicle Work Orders Closed - Fleet Sedan Shop Fleet & Facilities



KPI Owner: Matt Maskey

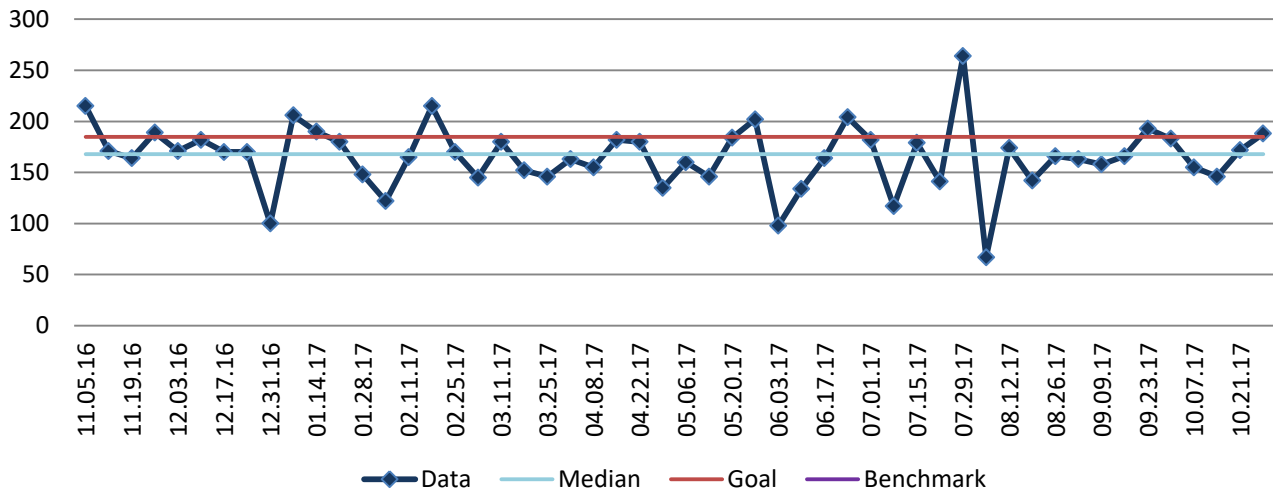
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Complete more than 185 Work Orders in a week. 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 a weekly count of the number of work orders completed. Why Measure: Understand the work load in the Sedan Shop. Next Improvement Step: Continue to monitor and diagnose

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	
9,620	8,614		185	188	
Work Orders	Work Orders		Work Orders	Work Orders	

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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.