

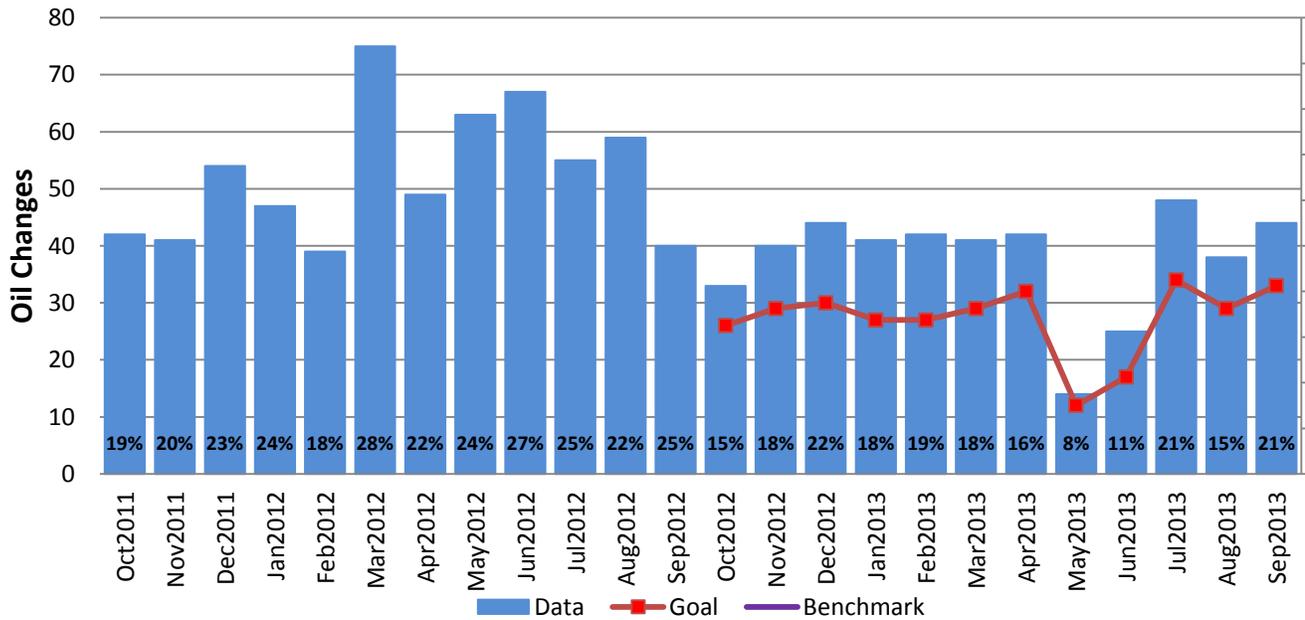
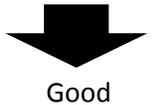
Oil Changes that take more than 1 Day

Public Works & Assets

10/29/2013

Measurement method		Why measure?		What is our goal?	
The number of oil changes that take more than one day from the time of vehicle drop off to vehicle ready for pick-up		To understand and improve the efficiency of Louisville Metro Government fleet services		No true oil change only should take more than 1 day	
How are we doing?					
Oct2012-Sep2013 12 Month Goal	Oct2012-Sep2013 12 Month Actual		Sep2013 Goal	Sep2013 Actual	
325	452		33	44	
Oil Changes	Oil Changes		Oil Changes	Oil Changes	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					

Oil Changes that take more than 1 Day



LOUISVILLE METRO
**OFFICE OF
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