

Number of Vehicles Waiting Not in the Fleet Sedan Shop Office of Management & Budget



KPI Owner: Matt Maskey

Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: TBD	Data Source: Sedan Shop 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 count of the number of vehicles waiting on the lot outside the Sedan Shop. Why Measure: To improve the wait time. Next Improvement Step: Determine performance expectations and management action levels for this indicator

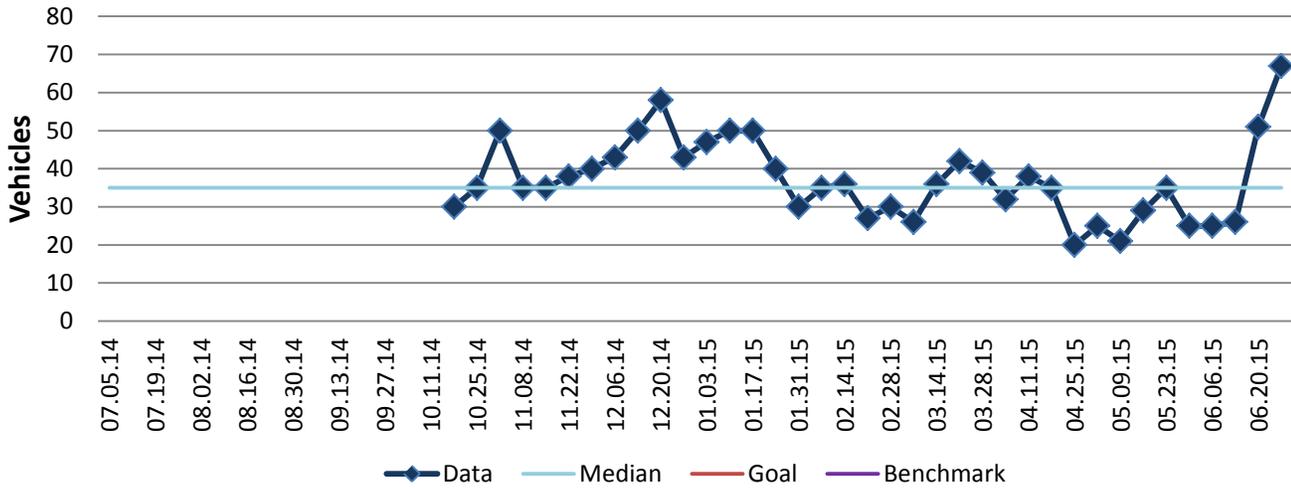
How Are We Doing?

06.29.14-06.27.15 12 Month Goal	06.29.14-06.27.15 12 Month Average		06.21.15-06.27.15 Goal	06.21.15-06.27.15 Actual	
TBD	35		TBD	67	
Vehicles	Vehicles		Vehicles	Vehicles	

Number of Vehicles Waiting Not in the Fleet Sedan Shop



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.