

Number of Vehicles Waiting Not in the Fleet Truck 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: Truck 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 Truck Shop. Why Measure: To improve the wait time. Next Improvement Step: Determine performance expectations and management action levels for this indicator

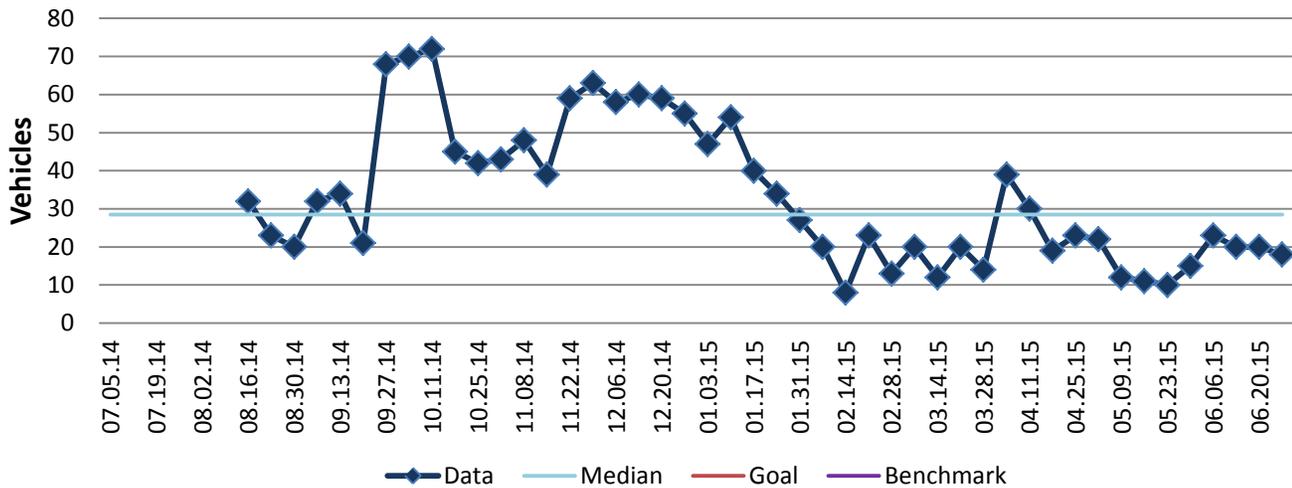
How Are We Doing?

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	23		TBD	18	
Vehicles	Vehicles		Vehicles	Vehicles	

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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.