

Total Vehicle Work Orders Closed - Fleet Sedan Shop Office of Management & Budget



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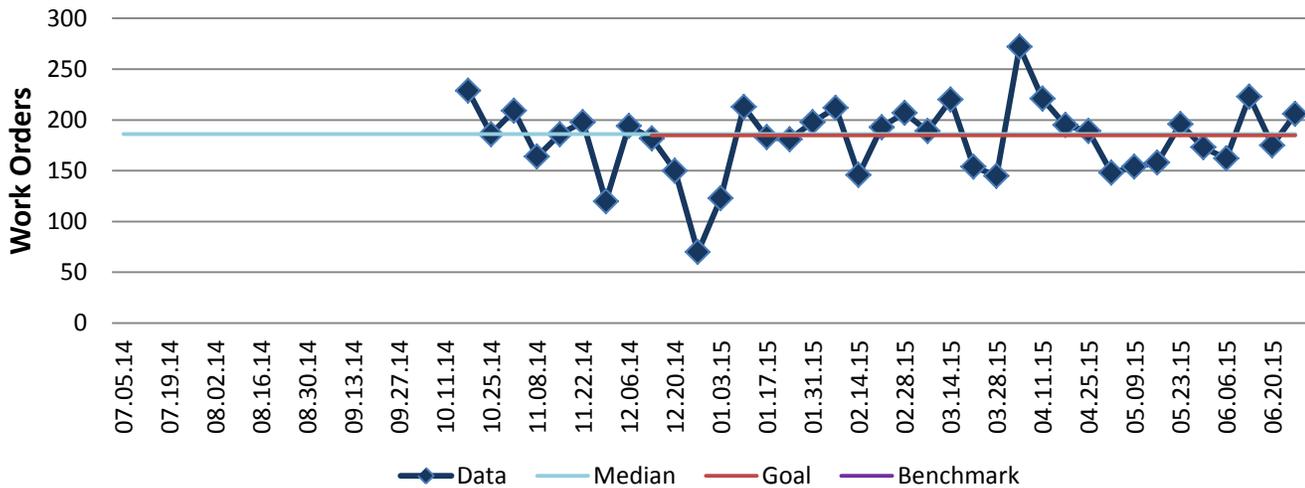
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Compared to no baseline, complete more than 185 work orders in a week 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 weekly count of the number of work orders completed. Why Measure: To understand the workload of Fleet Next Improvement Step: TBD

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	
185	186		185	206	
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.