

Vehicle Work in Process - Fleet Truck Shop Office of Management & Budget



KPI Owner: Matt Maskey

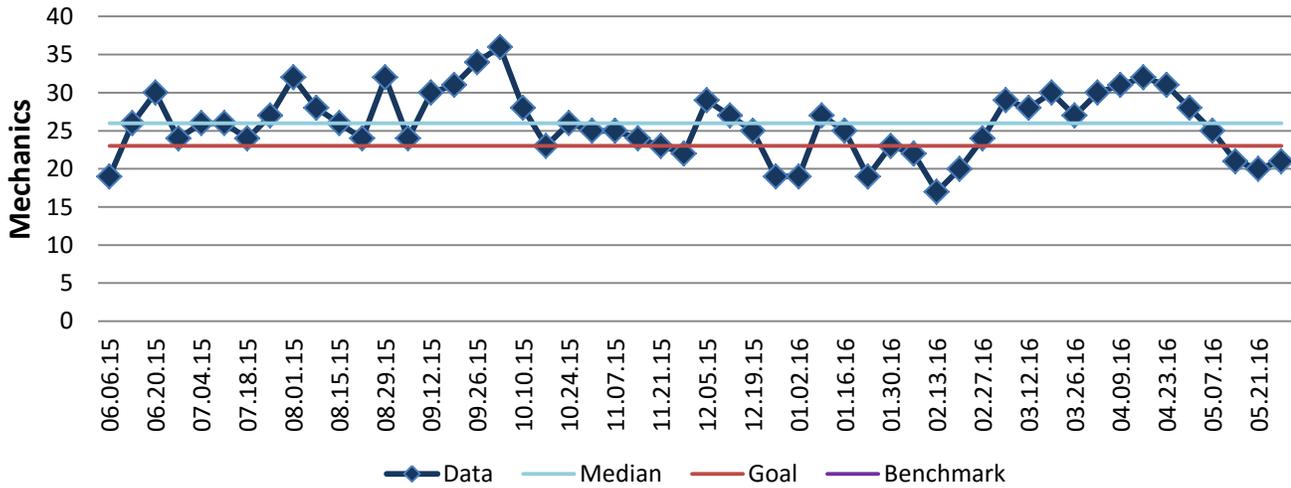
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: Compared to no baseline, maintain 24 mechanics assigned to fleet repairs at any given time. 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: number of mechanics assigned to fleet repairs at any given time Why Measure: TBD Next Improvement Step: Clarify what is being measured.

How Are We Doing?

05.31.15-05.28.16 12 Month Goal	05.31.15-05.28.16 12 Month Avg		05.22.16-05.28.16 Goal	05.22.16-05.28.16 Actual	
23	26		23	21	
Mechanics	Mechanics		Mechanics	Mechanics	

Vehicle Work in Process - Fleet Truck Shop



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.