

Longest Time a Vehicle Waited for Repair - Fleet Sedan Shop Office of Management & Budget



KPI Owner: Matt Maskey

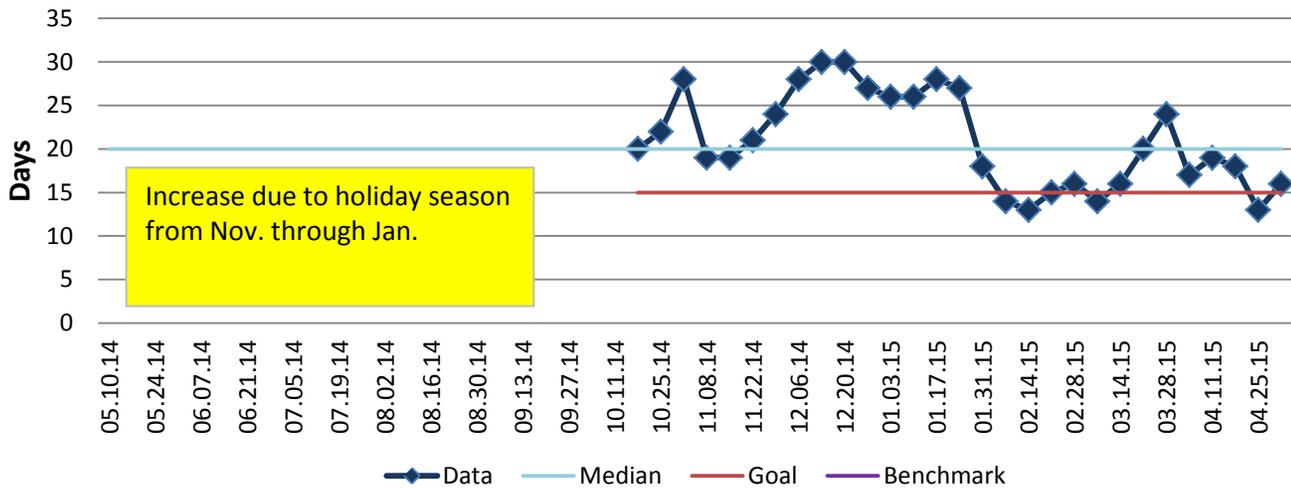
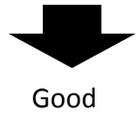
Process: Vehicle Repair

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: 35 Days October 2014 (Pre-Kaizen Event) Goal: Compared to a baseline of 35 days, reduce the longest time that a vehicle waited for a repair to 15 days. 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 the number of days that the oldest vehicle has waited at the fleet shop for repair. Why Measure: To improve the wait time. Next Improvement Step: Determine additional ways to collect data to represent the entire workload in the Sedan Shop.

How Are We Doing?

05.04.14-05.02.15 12 Month Goal	05.04.14-05.02.15 12 Month Actual		04.26.15-05.02.15 Goal	04.26.15-05.02.15 Actual	
15	21		15	16	
Days	Days		Days	Days	

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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.