

CPI Tracking and Outcome Report – Fleet Preventative Maintenance Process

Project Summary Information

Department	Public Works	Date Launched	Oct. 2014	Project Status	Completed/Control (Highlight One)	Open
Project Description	Improve the turnaround time for preventative maintenance of fleet vehicles to improve customer satisfaction of the service and support for timely preventative maintenance.					
Problem Statement	Lack of parts and ability to get them when needed increases the time a customer is without their vehicle. Lack of parts causes city to maintain high inventory of parts and maybe not the correct ones to meet OM needs					
Customers	All city employees who depend on driving a city vehicle					
Stakeholders	Equipment maintenance employees, Parts providers, Finance,					

Phase Updates DMAIC - (Define, Measure, Analyze, Improve, Control)

Define

Date	Action/Outcome	Comments	Action Item/ Outcome
10/1/14	Complete an As-Is process map for the preventative a maintenance process from beginning to end	Identified a number of delay points that impact overall time	Evaluate issues and possible solutions to resolve them

Measure

Date	Action/Outcome	Comments	Action Item /Outcome
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Analyze

Date	Action/Outcome	Comments	Action Item/ Outcome
10/1/14	<ul style="list-style-type: none"> • Brainstorm improvements on how the vehicle is scheduled with customer • Parts required isn't established until car in shop 	<p>Very people dependent on both ends</p> <p>Delays completion because parts not in inventory and have to be ordered</p>	<p>Can software or tools improve</p> <p>Review procedure to see if they can be pre-ordered</p>

	<ul style="list-style-type: none"> Parts availability dependent of store inventory and delivery schedule 	Is there alternative to being dependent on parts delivery	Investigate if onsite inventory is possibility
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Improve/Implementation

Date	Action/Outcome	Comments	Action Item/ Outcome
10/15/14	Use the Outlook calendar invite to schedule each piece of equipment a week ahead of time Parts ordered and received prior to equipment coming in for PM Parts store are partnering with larger accounts to maintain onsite inventory of common parts.	Acceptance confirms need for parts Can reschedule if there is a parts shortage with internal customer	Order parts Schedule if necessary Investigate option further to establish feasibility

Cost Mitigation

Area for Cost Savings	Loss of staff time of customers and department staff waiting	Estimated Annual Cost Savings
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Completion

Presentation Date		Completion Date	10/31/14	Celebration Date		On Going Project	Yes	No
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Control

Date	Action/Outcome	Comments	Action Item /Outcome
Spring 2015	Work with parts provider to establish on-site inventory that has minimal impact on City Staff for tracking inventory, replenish parts used, and billing for parts used.		Vender identified and process implemented
Ongoing	Monitor effectiveness of scheduling process and customer satisfaction with system		

Equipment Services Process Improvement of Preventative Maintenance (Process as is)

