

# Fleet Management Administration



## Challenges

- ❑ Too much rework
- ❑ Repair time long
- ❑ Customer satisfaction low

## Executive Summary

- ❑ District of Columbia fleet management
- ❑ Repair time was too long

## Results

- ❑ Fleet availability increased 5%
- ❑ Decreased rework to 10%
- ❑ Reduced repair cycle time from four days to two days
- ❑ Increased preventative maintenance work orders completed on time by 400%
- ❑ Increased parts orders filled the same day by 15%
- ❑ Increased repairs completed same day by 150%