



Executive Summary

- ❑ District of Columbia Fleet Management
- ❑ Repair time was too long

Challenges

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

Results

- ❑ Decreased rework to 20%
- ❑ Decreased repair rime
- ❑ Increased index by 95%
- ❑ Increased Fleet availability 85%