

WHAT ARE YOUR TOP THREE BENCHMARKS YOU USE TO MEASURE YOUR OPERATION'S EFFECTIVENESS?

PRIORITY ONE	PRIORITY TWO	PRIORITY THREE
% Comebacks/technician	% of Repeat or comeback work orders	% of Fleet Availability
% of PMs completed > 90%	% of re-works	BALANCED BUDGET
Billable Hours	% Productivity/technician (Direct Labor)	Budget
Cost Per Mile	comebacks/rechecks	budget
Customer Satisfaction Surveys	customer satisfaction	Budget Effectiveness
Customer Satisfaction	customer service	Call Backs
Customer Service and Repeat Work	Down Time of A Vehicle	Comebacks - vehicles not repaired properly the first time
Customer Service Surveys	DOWN TIME/TRAINING	Completed P.M report
Direct Labor Hours	Downtime in 8 categories with non-target included	Cost Factor
DOWN TIME	Equipment down time	Cost of Repairs
down time	Expenses	Cost per mile/lifecycle
Downtime	First fill rates with inventory	Customer Satisfaction
Downtime of Equipment	Fleet Availability	Customer Satisfaction / Equipment Availability
Equipment Availability	in progress	Days to failure following PM
EQUIPMENT OPERATIONAL READINESS RATE	Labor cost	DEP Inspections
Fleet Availability or Uptime	Maintenance cost per vehicle	Dollar cost per mile by Vehicle Class
Fleet Customer Service	MAINTENANCE COST PER VEHICLE	Downtime
fuel mileage	MECHANIC CHARGABLE TIME	DOWNTIME
LOW DOWNTIME	MECHANIC HOURS	Downtime in 12 categories with non-target excluded
Mechanic Hours	Mechanic Productivity	Downtime Percentage
Mechanic Production (Weekly)	Mechanic's Productivity	Fleet availability >94%
MECHANIC TO EQUIPMENT RATIO	Outsourcing Report	in progress
Mechanic's Productivity	Overall Cost	Mechanic Productivity
MECHANIC'S PRODUCTIVITY	P.M. Compliance	Number of Line Item and Dollar value of Stock
Mechanics Reports-# of work orders completed. % of actual time utilized. Downtime	PM Scheduling Issues	overall productivity
MONITORING MECHANICS TIMES/GUIDE	Preventive Maintenance to Repairs	overdo PMs
Number of jobs performed each month	Preventive Maintenance Standard Labor Hours	Parts cost
Number of vehicles waiting for repair	PRODUCTIVITY	PM SERVICES COMPLETED ON TIME
Overall Downtime	Reduced capital and extended lifecycle of equipment	Preventive Maintenance Program Up to Date
pm's on time	Repair Costs	productivity
PM's performed	repeat repairs	Productivity Report to Labor Hours
Preventive Maintenance compliance	repeat road calls	reudcing number of comebacks
Quality Control Reviews	Small Quantity Generator for hazard waste disposal	Shop Man Hours
Repeat Repairs	Sublet (Tire Service)	Shop Productivity
safe work environment	Technician Production	TEAM WORK
Safety	TECHNICIAN PRODUCTIVITY	Tech Accountability
Scheduled vs. Unscheduled Work Order Ratio	Technician productivity > 70%	To reduce the number of unscheduled repairs by improving preventive maintenance.
Technician efficiency	Technician's Accountability Report	Turnaround Time
Time Card Report	Technicians labor change our average per day	Vehicle Availability
To maintain a no growth operational budget.	To hold down fuel costs by utilizing in house services.	VEHICLE DOWNTIME
Turn time	Vehicle downtime	
Turn-Around Time and Number of Unschedule Repairs	Work Order Completion Summary	
We are currently reeiving our benchmarking measures.		

