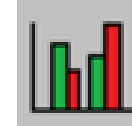




Flagship Fleet Management

Shop Reader Board



Key Performance Indicators (KPIs) are great tools to help better manage and improve fleet operations. Shop floor KPIs should be tailored to shop floor positions and the operational goals of the shop. This is especially true for KPIs intended to improve operational efficiencies and motivate staff towards objectives. Shop floor KPI's should also be reflected in real time to accurately measure, inform, and keep staff motivated towards shop goals. If you are measuring PM work orders completed in a day you need to reflect recent PM work orders placed into finished status, up to the minute. With the Flagship Shop Reader Board shop technicians will see in real time the contribution they are making to drive towards and exceed operational goals. The Flagship Shop Reader Board shows real time information enabling staff to see their personal contribution, and push the shop where it needs to be. The Shop Reader Board will become more important than the clock, in that it tells time relevant to the work accomplished and work that still needs to be completed to meet and exceed shop performance goals.

The following pages are intended to give shop and fleet managers ideas of what KPIs you can have on your own Shop Reader Board. These KPIs have been developed over years of working with the best fleet managers in the country and maintaining the attitude our products can always be improved. Understanding things can always be improved provided the metrics are not set in stone. The Shop Reader Board was designed anticipating different shops would capture different data so each metric can be tailored to the needs and operational goals of your organization. Metrics can be placed together on one screen or cycled through several screens with an auto update time for each.

Now your shop can see at a glance in real time the metrics needed to help meet shop goals. The Flagship Fleet Management Shop Reader Board will give your shop technicians the real time information they need to show how great they can be!





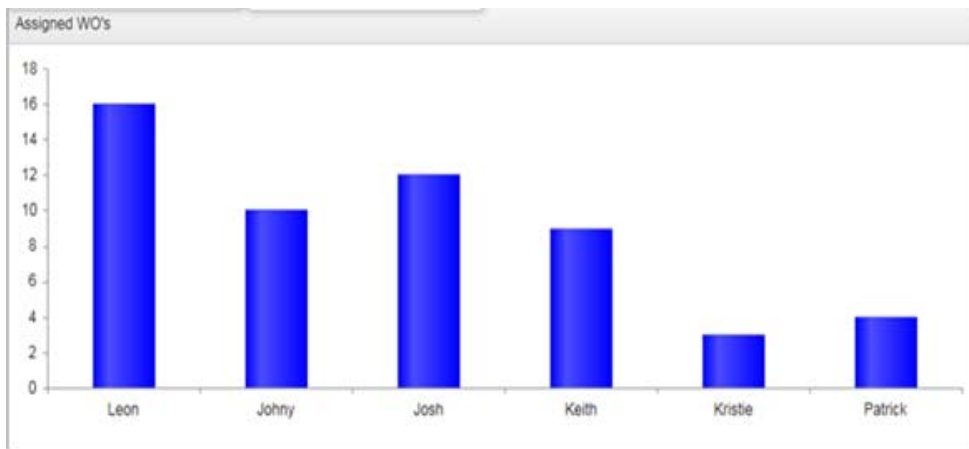
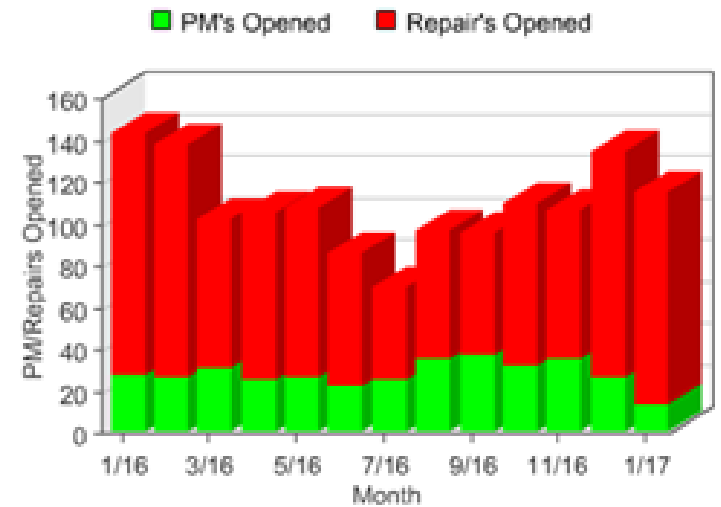
Flagship Fleet Management

Summary Metrics

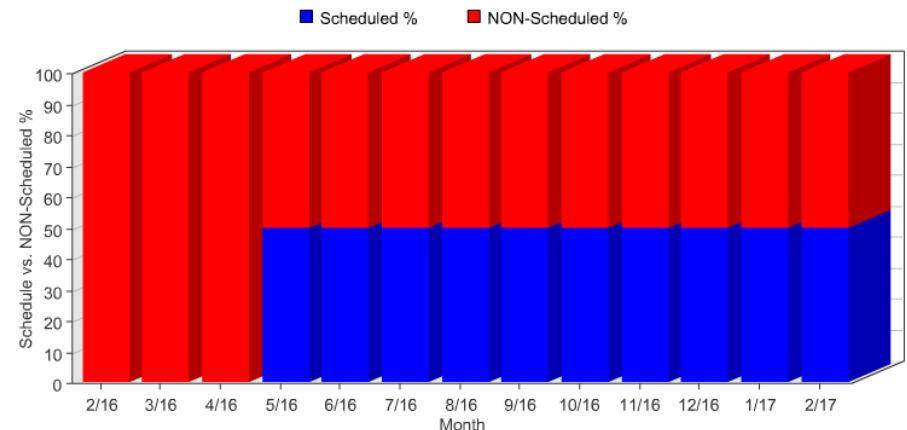
What goals are your shops trying to achieve? A key step to achieve your shop goals is having your staff see where they stand. A watched metric is an improving metric.

Open WO's	PM's	Repair	In Delay
27	11	3	4
5/1 PM's Due	5/1 PM's Completed	5/1 PM Compliance %	
27	14	52%	

PM's vs. Repair Work Orders Opened



Schedule vs. NON-Scheduled %





Flagship Fleet Management

Daily Reservations

See equipment scheduled for today with assigned technician.
Shop Messages and Shop Runs are updated via a WEB portal.

Tuesday, 05/09/2017 12:47 PM

Time Slot	Equipment	Task	Tech	Comment
PM A				
9:30 AM	243531 2008 TOYOTA PRIUS	A	YOUNG STEPHEN SYOU	127.5K LOF / SAFETY INSPECTION / TE
1:30 PM	259635 2014 FORD F250 SUPERCAB 4X4 FFV	A	YOUNG STEPHEN SYOU	82.5K LOF / SAFETY INSPECTION TE

Shop Messages

Date/Time	Message
01/26/17 4:54 PM	FORD RECALL 16S42 - NO PARTS AVAILABLE AT THIS TIME

Time Slot	Equipment	Task	Tech	Comment
PM B/Y				
8:30 AM	254880 2011 FORD EXPLORER 4X4	B	MCNATT SHAWN SMCN	

Other

Shop Runs

Date/Time	Details
Priority 1	
03/23/16 4:28 PM	NO SHOP RUNS TO BE DONE UNTIL AFTER 8:00 A.M.!! AND CHECK IN WITH SHOP COUNTER BEFORE DOING ANY RUNS!!!!
Priority 2	
Priority 3	





Flagship Fleet Management

Tuesday, 05/09/2017 12:47 PM

Open Work Orders

Having a problem with work orders staying open forever? If the shop can see them they will close them. This is a sample listing we can show any fields from the work order center.

WO #	EQ #	Assigned	Job Type	Reason	Status	Meter	Open Date	Comment
FSCS-2017-15522	255551	CINMAN2	PM A	E	OPEN	82,358	05/16/17	JOHN @MILLIGAN MOTORS INC - LOF AF AS NEEDED - DI
FSCS-2017-15521	661FFT	ESLOANE	PM A	E	OPEN	69,540	05/16/17	VENDOR TOM - LOF- NEXT SERVICE 75K-ES
FSCS-2017-15520	268730	CINMAN2	REPAIR	N	OPEN P	18,001	05/16/17	JODI @LES SCHWAB - JOHN DAY #14 - INSTALL SUMMER TIRES - DI
FSCS-2017-15518	259604	ESLOANE	PM A	E	OPEN	61,839	05/16/17	VENDOR JEFF- LOF- TIRE ROTATION - BRAKE INSPECTION- WARRING LIGHT HILL DESENCT AND TRACTION CONTROLL- AIR FILTER- NEXT SERVICE 85K-ES
FSCS-2017-15519	268730	CINMAN2	REPAIR	N	OPEN P	18,001	05/16/17	JODI @LES SCHWAB - JOHN DAY #14 - INSTALL SUMMER TIRES - DI
FSCS-2017-15517	263407	ESLOANE	PM A	E	OPEN	37,087	05/15/17	VENDOR KEN- LOF- NEXT SERVICE 45K-ES
FSCS-2017-15516	265563	ESLOANE	REPAIR	C	OPEN	28,181	05/15/17	VENDOR EMILY-CUSTOMER ASKED FOR WIPER BLADE-ES
FSCS-2017-15515	255519	ESLOANE	REPAIR	C	OPEN	129,519	05/15/17	VENDOR BARRON- BATTERY REPLACEMENT
FSCS-2017-15513	232386	ESLOANE	REPAIR	C	OPEN	105,198	05/15/17	VENDOR DAVE -TWO TIRES FEDERAL FORMOZA - REAR STRUTS LEAKING- ALIGNMENT- ES
FSCS-2017-15514	232878	ESLOANE	REPAIR	R	OPEN	107,484	05/15/17	VENDOR KIM- JUMPSTART-ES
FSCS-2017-15512	247174	CINMAN2	PM A	E	OPEN	67,079	05/15/17	ANNWON @JIFFY LUBE - PDX NE BROADWAY 1011 - LOF - REV LAMPS -CAF - DI
FSCS-2017-15511	265563	ESLOANE	REPAIR	C	OPEN	28,178	05/15/17	VENDOR KEVIN- WINDSHEILD - ES
FSCS-2017-15510	238402	CINMAN2	REPAIR	C	OPEN	105,202	05/15/17	LES SCHWAB - HILSBRO SE 10TH #728 - NO CHARGE ROTATE FLAT REPAIR - DI
FSCS-2017-15508	267240	CINMAN2	REPAIR	C	OPEN	12,595	05/15/17	VALLERY @MS GLASS OUTLET INC - WINDSHIELD - DI
FSCS-2017-15509	251759	CINMAN2	REPAIR	C	OPEN P	112,479	05/15/17	DOUG @WASHINGTON COUNTY FLEET - DS WINDOW INOP - A/C BLOWING WARM - DI
FSCS-2017-15507	245116	ESLOANE	REPAIR	R	OPEN	79,131	05/15/17	VENDOR LISA-TOWED IN BY SCOVELS- DRAG LINK BROKEN-ES
FSCS-2017-15506	237935	ESLOANE	PM A	E	OPEN	120,968	05/15/17	VENDOR AMBER- LOF-TIRE ROTATE - BRAKE INSPECTION- WEATHER STRIPING CAME OFF ON



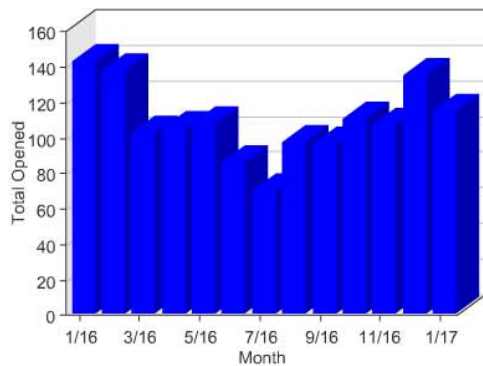


Flagship Fleet Management

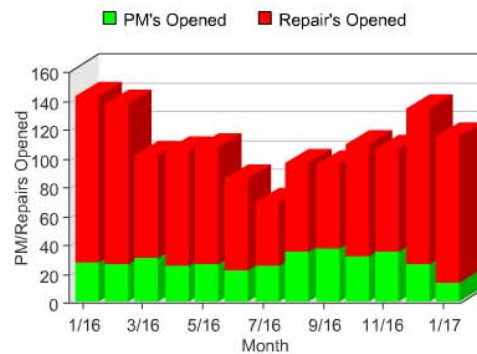
Shop Performance Metrics

Shop Performance looks at the trends of PM vs. Repair work orders, how many are completed and if they were completed in a timely manner.

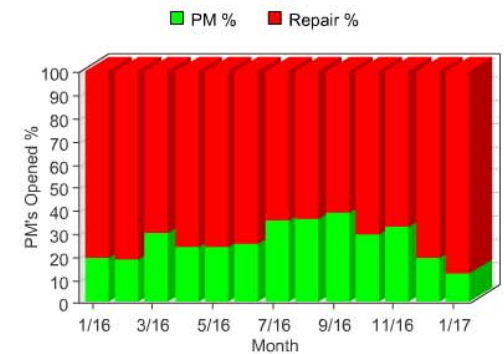
Work Orders Opened



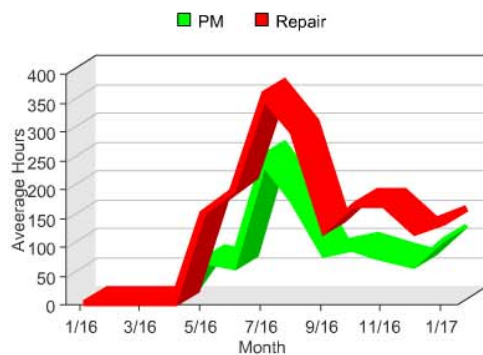
PM's vs. Repair Work Orders Opened



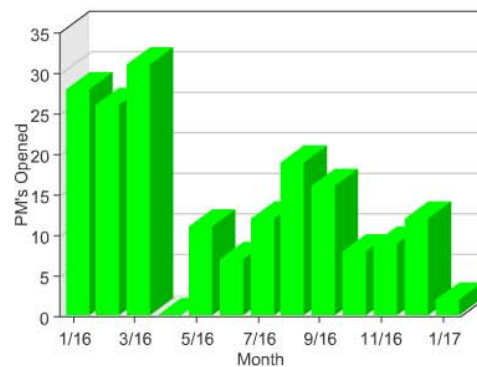
PM Percentage of Work Orders



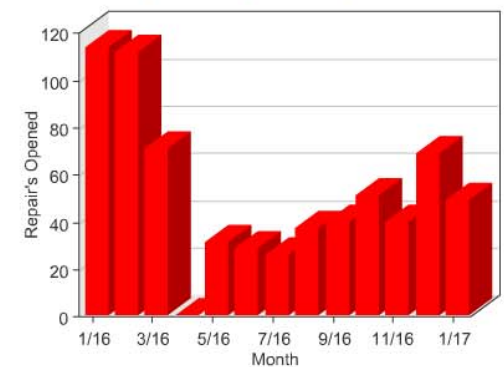
Average Hours



PM's Completed in 24 hours



Repair's Completed in 24 hours





Flagship Fleet Management

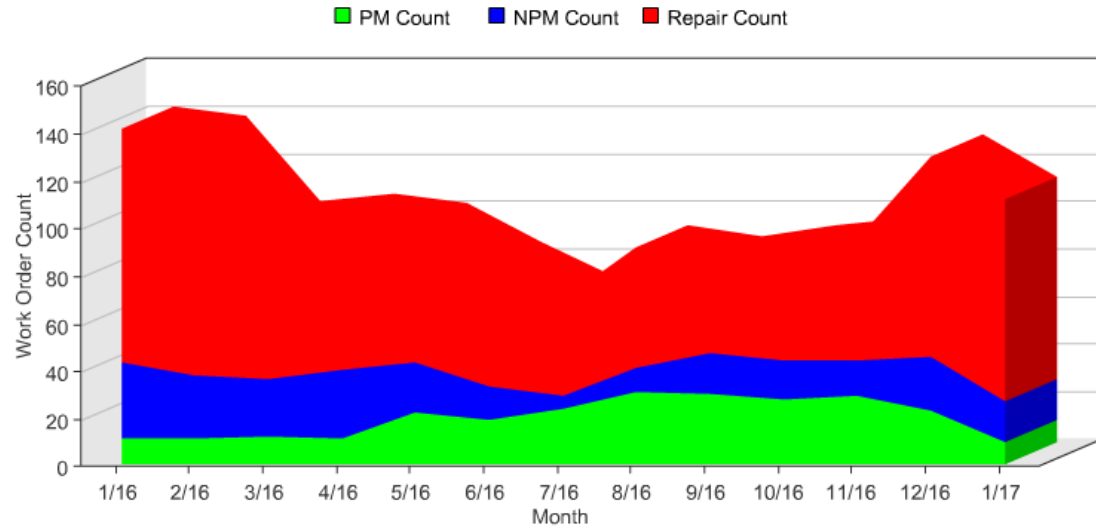
Work Reason

Your mission is to maintain a safe fleet, cost effectively. It is important for upper management to understand why they need to support the fleet management group, rather than contracting out to a quick lube operation.

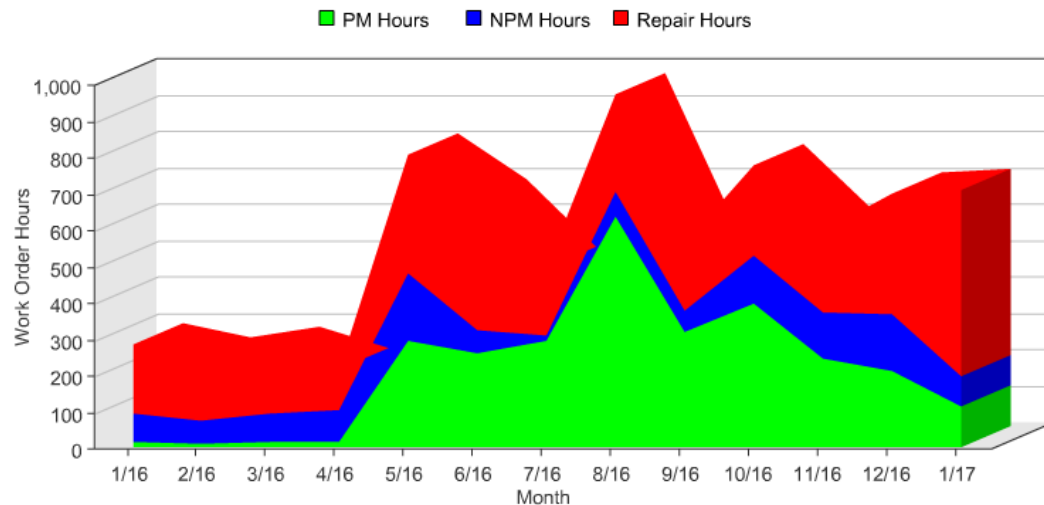
During regularly scheduled PM's your technicians will identify, note and repair issues, most importantly safety issues, at the time of the PM service. Most quick lube contractors are not able to do more than just an oil change.

This Noted In PM (NPM) work shows the real value of your in house fleet maintenance. Show this metric with pride every time the budget folks tour the facility!

Work Order Count



Work Order Hours

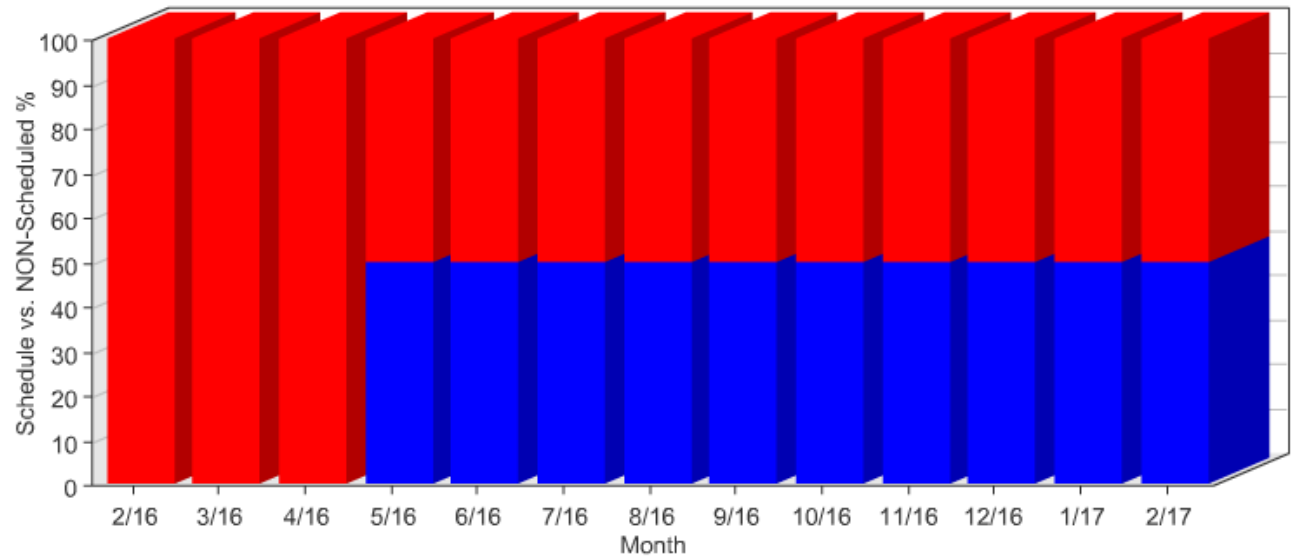




Flagship Fleet Management

Schedule vs. NON-Scheduled %

■ Scheduled % ■ NON-Scheduled %



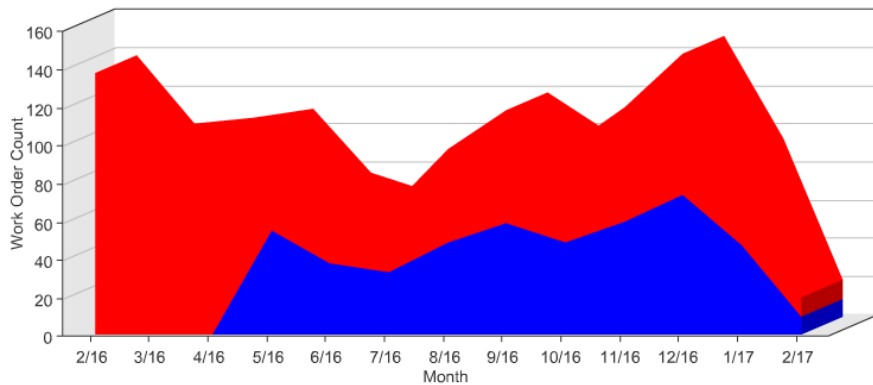
Scheduled vs. Non-Scheduled

The more scheduled work completed vs. un-scheduled work the healthier & more efficient your fleet operation.

Proactive/scheduled rather than re-active/un-scheduled work leads to more shop and labor efficiencies. Fleet and shop managers can see how well they are doing monthly over the last 12 months.

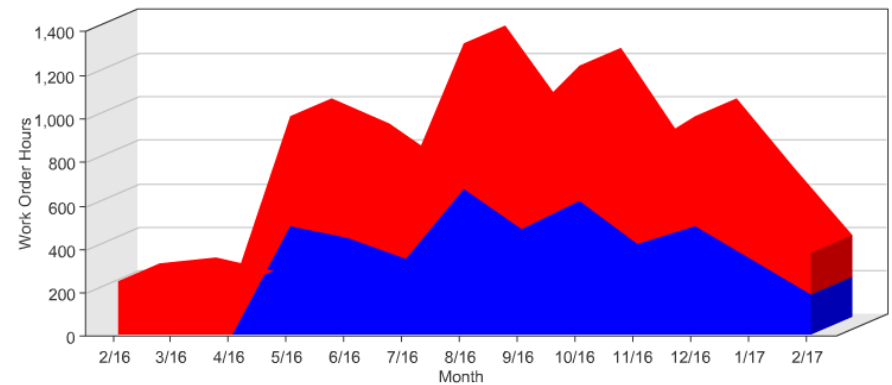
Work Order Count

■ Scheduled Count ■ NON-Scheduled Count



Work Order Hours

■ Scheduled Hours ■ Scheduled Hours



Flagship Fleet Management, LLC
<http://www.flagshipfleet.com>

Contact: Jeff Steinmetz 949-388-0795 jsteinmentz@flagshipfleet.com



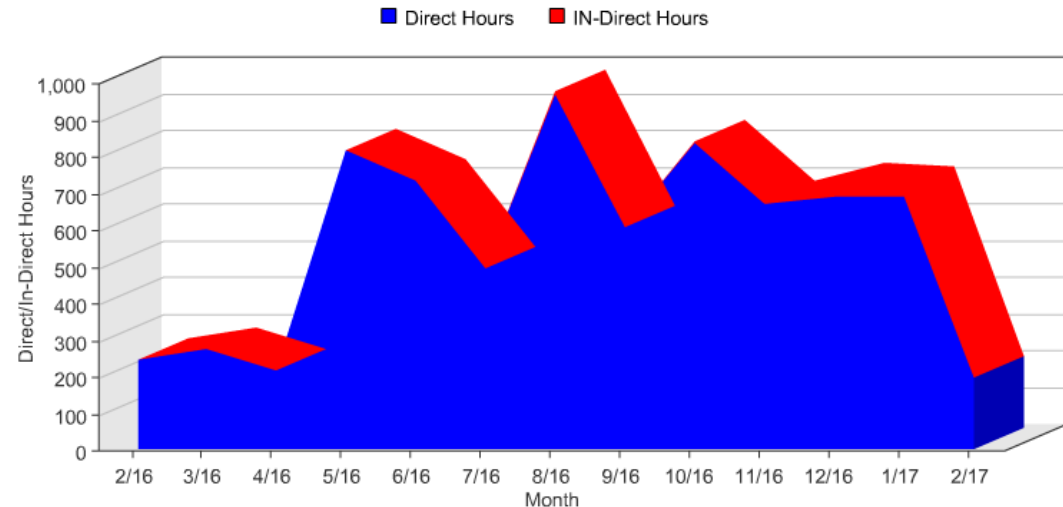
Flagship Fleet Management

Direct vs. In-Direct Labor

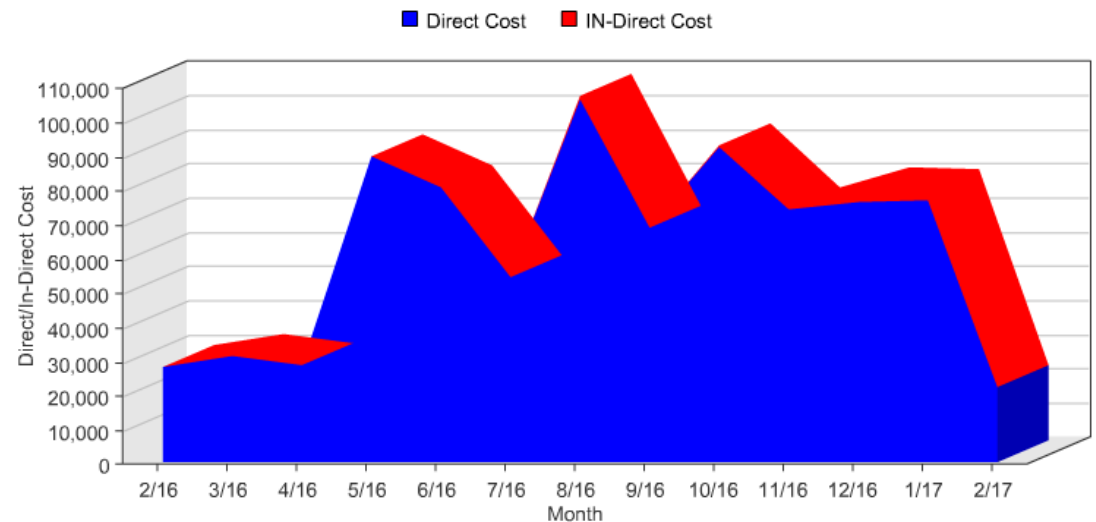
Your mechanics turning wrenches is the most efficient and cost effective use of their time, so it is important to track indirect labor. This can include, picking up parts, shop clean up, etc.

Shop clean-up is important but not if it takes up 50% of your labor resources. Just seeing this metric gives everyone motivation to spend more time turning wrenches.

Direct Labor Hours



Direct Labor Cost

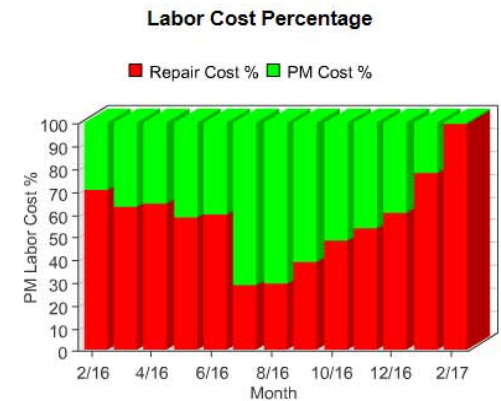
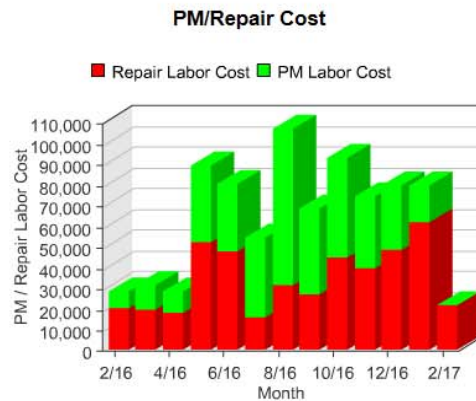
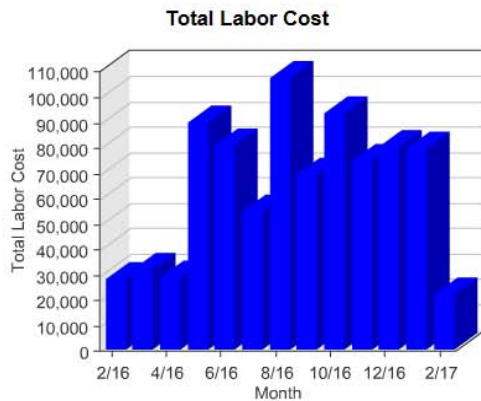
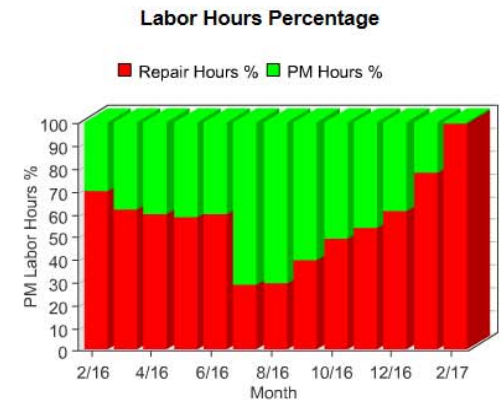
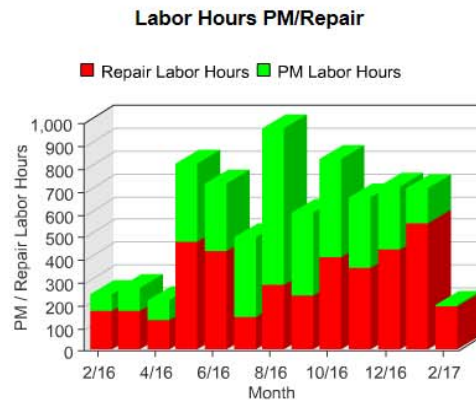
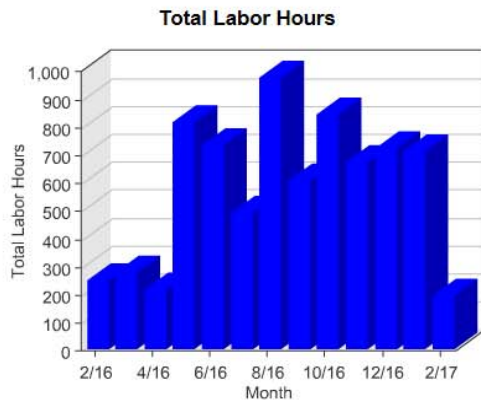




Flagship Fleet Management

Labor Metrics

See the impact of your push to get PM's completed in a timely manner. As with most of the dashboard charts the more green the better.

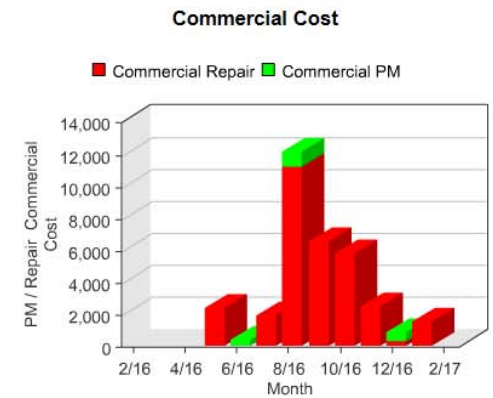
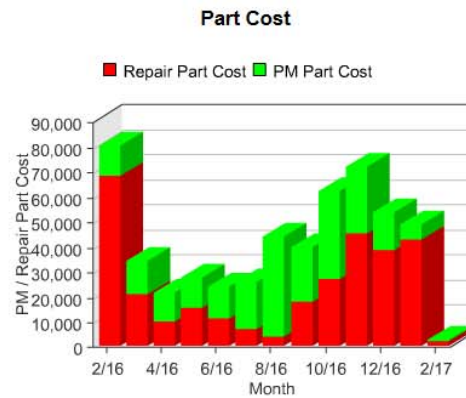
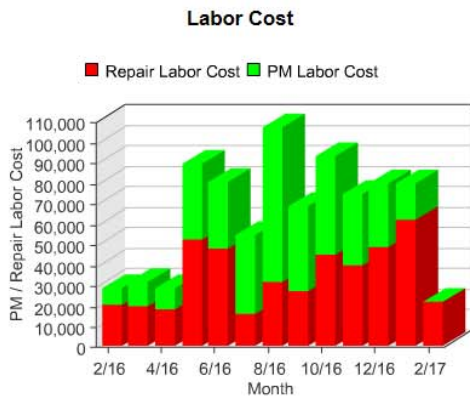
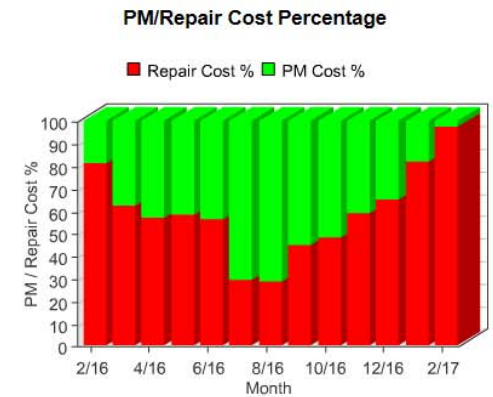
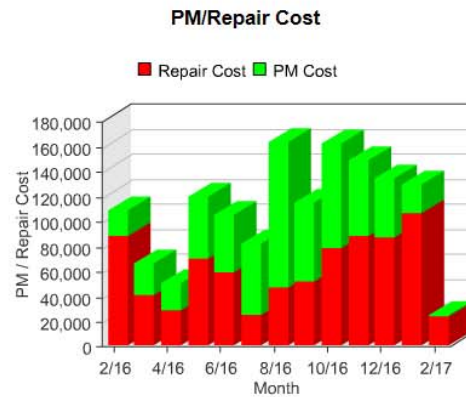
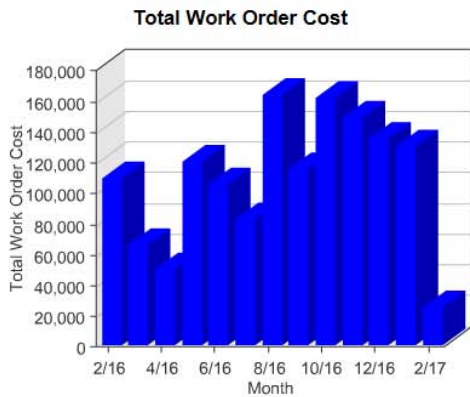




Flagship Fleet Management

Maintenance Cost Metrics

Repair parts tend to be much more expensive than PM parts. More cost effective to maintain the drive train than replace it.



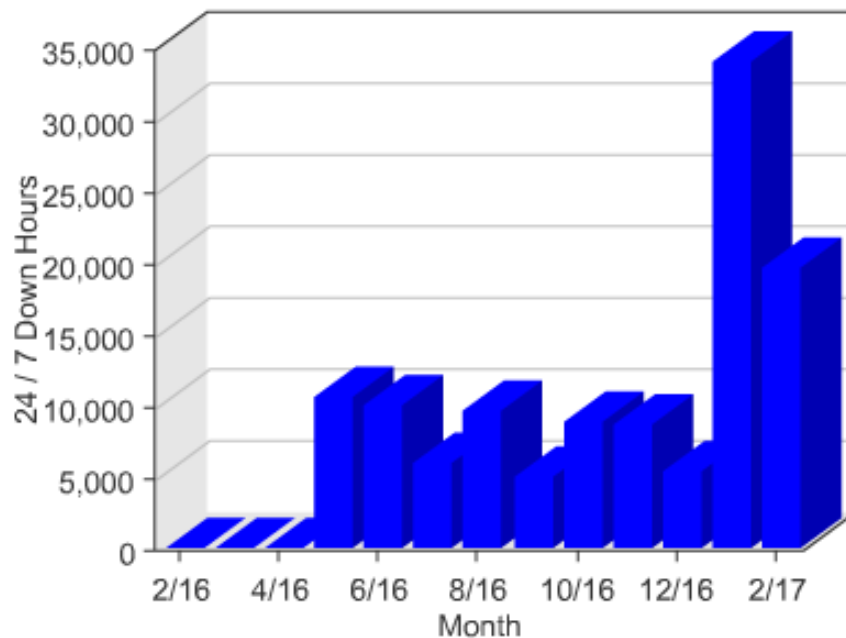


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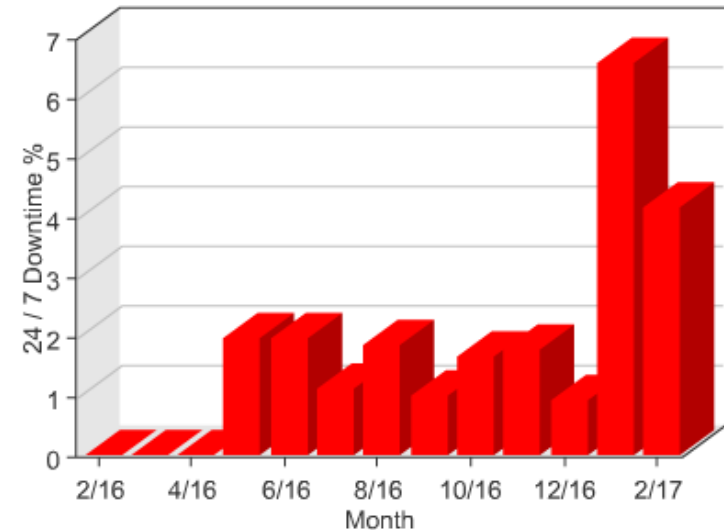
Downtime Metrics

Downtime starts by default when a work order is opened and stops when the work is finished. Delays can consist of waiting for parts, labor, a bay or any specified delay that your shop needs to track. We calculate downtime based on a 24/7, shop or department hours calendar. With some systems this can take weeks or months. Now you have the data analysis available as a real time metric on your very own shop reader board!

24 / 7 Down Hours



24 / 7 Downtime %



24 / 7 Delay Hours

