Process Begins *when*

Vehicle needs

Process complete *when*

Safe in service vehicles

DOT Strategic Plan
State, local, federal laws and regulations
MCPS Policies and Regulations
Vehicle manuals and software
Training skills, knowledge and practice

Guides

Facilities
Vehicles
Parts and materials
Staff
Customers
Work orders, repair information
Vendors
Procurement
Invoices
Fuel and Fluids
Computers, software, programs
Equipment
Registration

Inputs

Fleet Maintenance

Outputs

Safe operating vehicles
Fast turn around repairs
Happy customers
Controlled inventory
Bills paid on time
Cost Savings
Inspection Complaint
Vehicle availability
Recycling
Safe working environment

Enablers

Repair facilities, offices, staffers, parts, tools, equipment, forms, paper, computer programs, software, hard manuals, diagrams, schematics, budget, vendors, other MCPS Departments and Divisions, MVA