



Key Performance Indicators analysis for the SAPS Vehicle Depot

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Condition: New. Publisher/Verlag: LAP Lambert Academic Publishing | Establishing performance measures and developing balanced scorecard | The South African Police Service (SAPS) Vehicle Depot repairs, services and panel beats police vehicles. The rate at which the Vehicle Depot processes the vehicles coming through it has been found to not be satisfactory; one of the factors that has contributed to this problem has been the lack of established Key Performance Indicators (KPI) that measure the Depot's performance. Performance indicators allow for the measurement of progress against planned targets in a particular area. One of the benefits of consistent performance measurement is that management is based on accurate information, which becomes the basis of important quality management decisions. This information is very important in implementing improvements or changes. This project analyses the current KPIs that are used at the depot, researches KPIs of similar garages in the private sector, interviews employees and customers and uses that information to recommend new KPIs, how they should be measured and develops a balanced scorecard for the Depot. | Format: Paperback | Language/Sprache: english | 56 pp.



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