

FLEETWHIZ™

DECISIONMAKING TOOLS

**Apply 20 Benchmarks
With Over 100 Performance
Measures to Improve
Fleet–Shop–Parts–Fuel
Performances**

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Management Textbook MDC 4

BENCHMARK – TO THE READER

SUGGESTIONS ON HOW TO USE THIS TEXTBOOK AS AN IMMEDIATE TRAINING SOURCE AND LONG-TERM REFERENCE SOURCE

Introduction: The objective of this textbook is to assist fleet–shop–parts–fuel managers apply cost- and time-efficient benchmark processes to achieve world-class financial and operational performances. Apply the 10-step benchmark process to measure financial and operational performances. A total of twenty (20) benchmarks with over one hundred (100) performance measures can be applied to improve the fleet–shop–parts–fuel department's financial and operational performances. Benchmark the department's financial and operational performances against the world-class performance benchmarks discussed in this textbook. Compare the fleet–shop–parts–fuel department's current benchmarking practices to the world-class practices discussed in this textbook. Implement required changes and earn \$100,000 annually with 90% decisionmaking control and achieve Vice President and Director status.

Remarks:

1. The following illustration lists the seven (7) subsections included in this textbook.

Illustration – Introduction to Benchmarking

1. Introduction to Benchmarking
 2. Introduction to the 10-Step Benchmark Process
 3. Benchmark Steps 1 and 2
Identify Overall Financial and Operational Performance Benchmarks.
 4. Benchmark Steps 3 And 4
Identify Specific Financial and Operational Performance Benchmarks.
 5. Introduction to Benchmark Steps 5 through 10
 6. Appendix – Over 40 Learning Opportunities Create Well-Defined Career Training Ladders Which Can Be Applied to Recruit–Retain–Develop Employees.
 7. Master's Degree Certifications Open-Book Test Questions
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