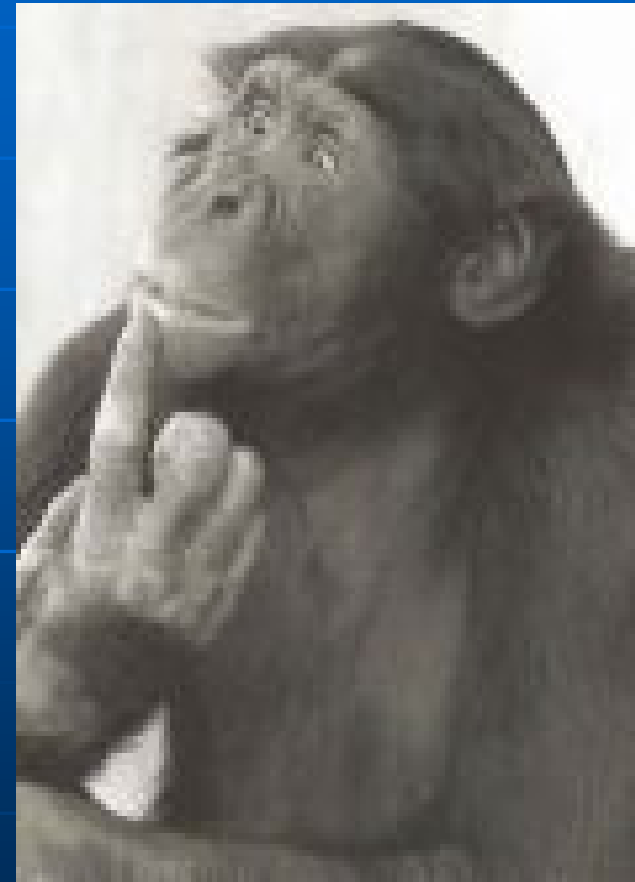


Service Manager

The Problem?

- The problem: 1999 Econoline the diagnosis reveals the following engine check light is on, runs poorly, #3 cylinder no compression, rocker arm is off, and the lifter sticks.
- What can we do about the Econoline? Tear down and replace the needed parts, such as the lifter, rocker arm and possibly the spark plug due to the engines poor compression.
- How many work hours are going to be used. 6.8 hours are available from workers, all that is needed is 6.5.



Econoline

- Diagnosis reveals the following conditions: the engine light is on, engine runs poorly, #3 cylinder is missing compression, a rocker arm is off, and lifter sticks.
- We will have to replace the rocker arm and lifter
- These Parts will take two days to ship.



Parts

- The lifter and the Rocker arm possibly need a new spark plug for #3 cylinder due to low compression.
- Distribution center is, Ford motor company: overview 1 American Rd. Dearborn, Mi 48126-2701
- Phone is (313) 322- 3000
- www.Ford.com

Efficiency



- Hours sold/ hours worked= Efficiency
- $6.5/6.5 = 100\%$

Utilization

- Hours worked/Hours available = Utilization
- 6.5 hrs/ 6.8 hrs = 95.58%



Productivity

- Hours sold/hours available = productivity
- $6.5/6.8 = 95.58\%$



\$Cost \$



- 20 dollars per hour
x 6.5 hours = \$130
- Parts utilized are
\$119.69
- Valve Lifter
services are
\$719.69
- Total = \$969.38