

Key Management Value Stream Maps

Customer Owned Truck Value Stream Map
and

Customer Rented Truck from Tree Trucks® Value Stream Map

(Note: Red timelines indicate Tree Crew downtime)

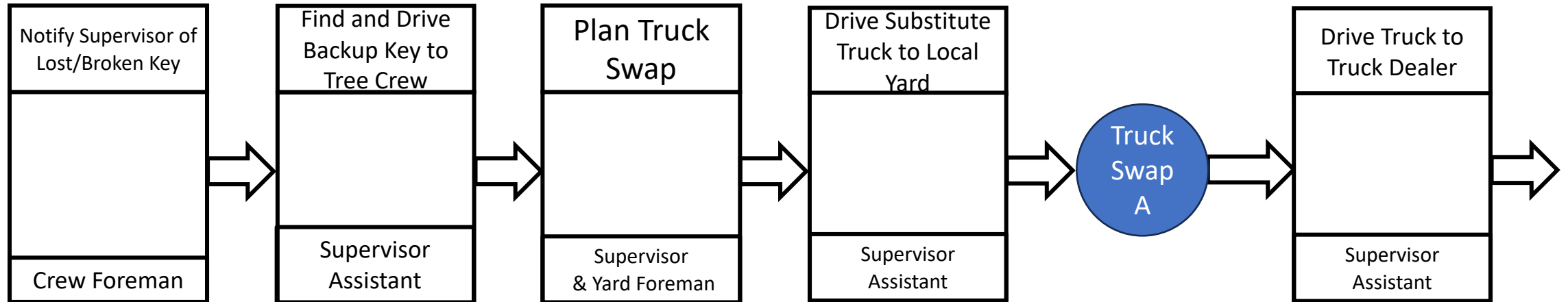
Customer Owned Truck	Duration (hours)	Tree Trucks Leased Truck	Duration (Hours)
Crew Downtime	8	Crew Downtime	8
Truck Downtime	126.5	Truck Downtime	77
Customer Admin Processing Time	33	Customer Admin Processing Time	3
Wait Time	129.5	Wait Time	42
External Dependency	40	External Dependency	0
		Tree Trucks Processing Time	52
Total Lead Time	209.5	Total Lead Time	104

Replacing a Lost/Damaged Programmable Key

- Assumptions
 - All scenarios are for trucks with Programmable Keys
 - Replacing a Programmable Key requires bringing the truck to the dealer for re-programming
 - All keys for a truck must be re-programmed at the same time
 - All F550 Trucks and Ram Trucks have Programmable Keys, some F750 Trucks have Programmable Keys
- Scenarios
 - The Customer Truck has a Functioning Backup Key Available
 - The Customer Truck has No Functioning Backup Key Available (the truck must be towed to the dealer)
 - Tree Trucks® has a Functioning Backup Key (3) Available
- Costs
 - Blank Key: \$111
 - Re-programming Cost: \$97
 - Multiply the above costs for each key to be reprogrammed (all keys must be reprogrammed)
 - Tree Trucks maintains 4 keys for each truck (2 is 1 and 1 is None)
 - You should have at least 1 functioning backup key for each truck

Customer Owned Truck Lost/Damaged Key

(Functional Backup Key Available)



Wait Time: 1h

Wait Time: 1w

Wait Time: 1w

Wait Time: 1h

Process Time: 1h

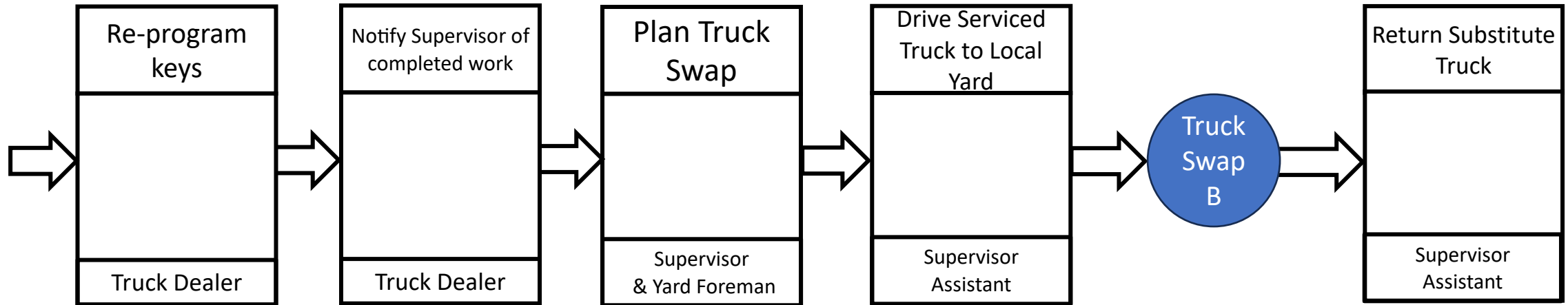
Process Time: 4h

Process Time: 1h

Process Time: 4h

Process Time: 2h

Process Time: 2h



Wait Time: 2d

Wait Time: 1d

Wait Time: 1d

Wait Time: 2d

Process Time: 1d

Process Time: 1h

Process Time: 1h

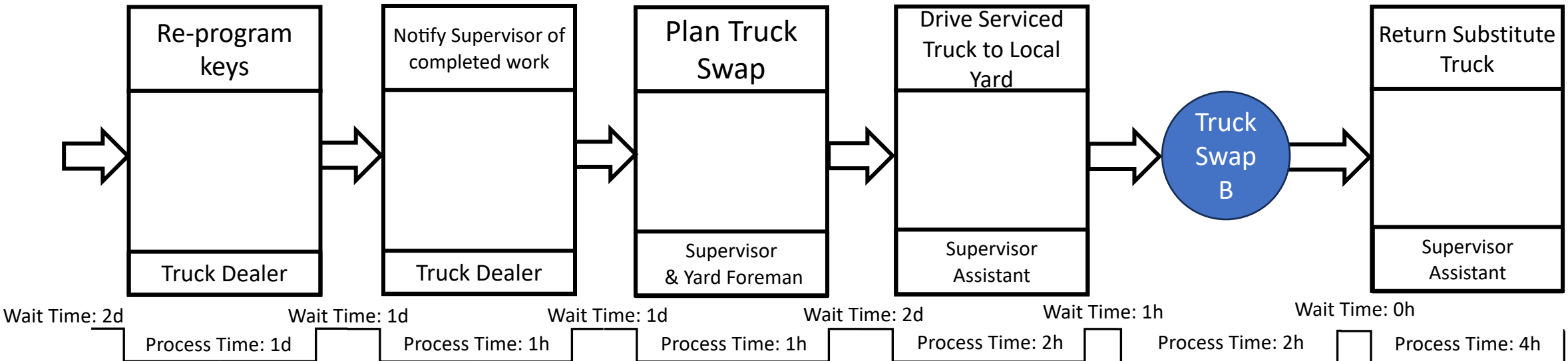
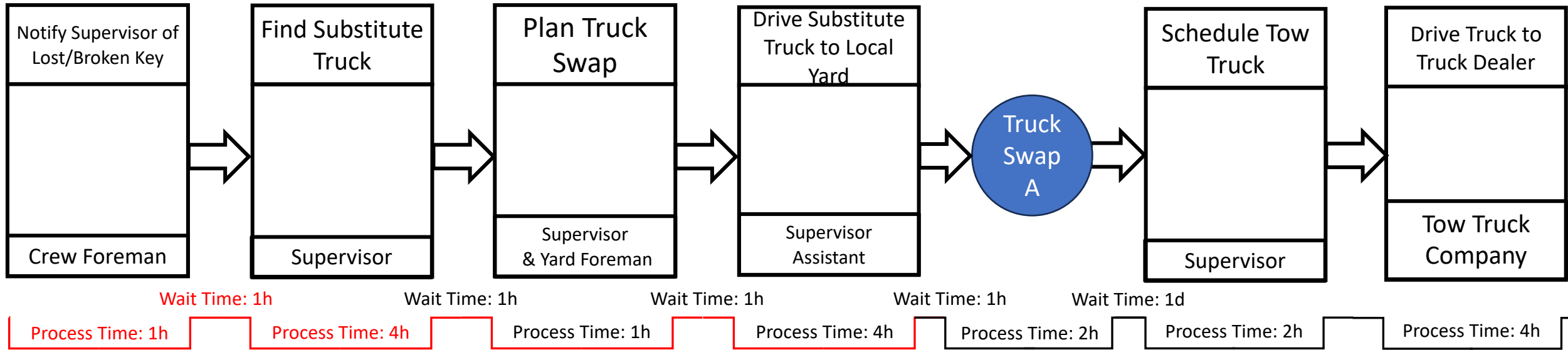
Process Time: 2h

Process Time: 2h

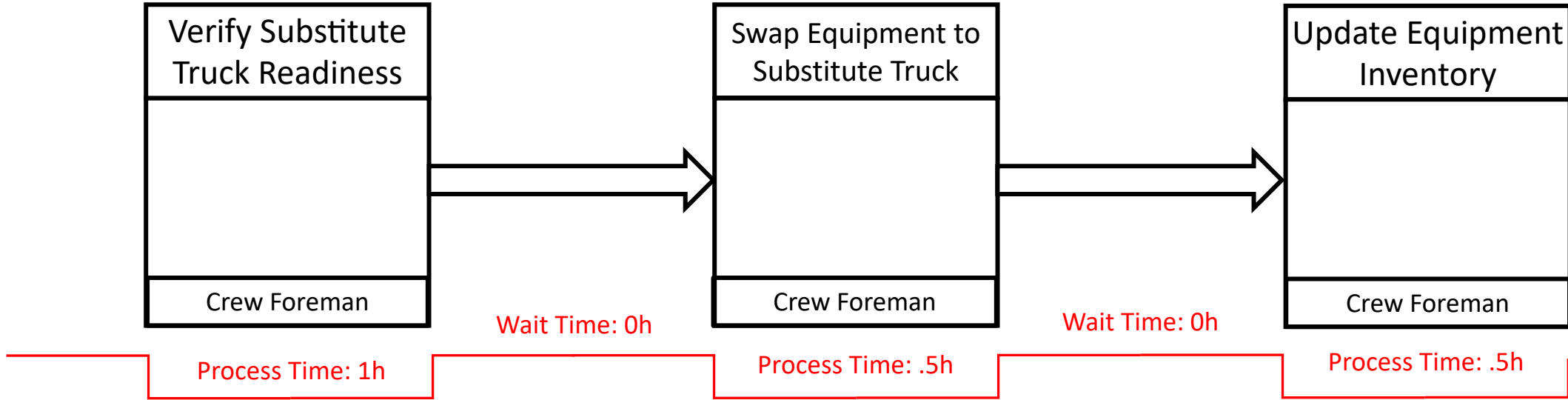
Process Time: 4h

Customer Owned Truck Lost/Damaged Key

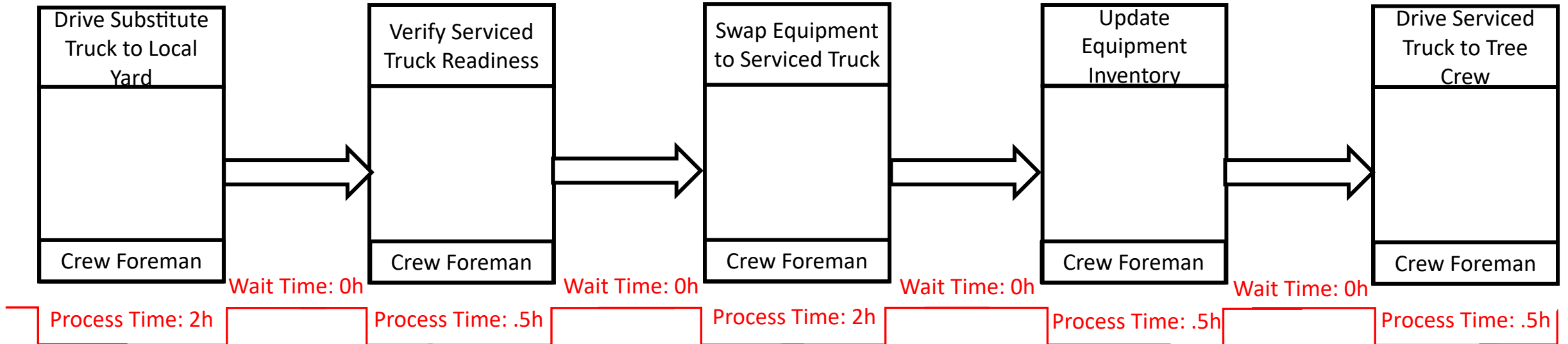
(No Functional Backup Key Available)



Truck Swap A



Truck Swap B



Customer Rented Truck from Tree Trucks® Lost/Damaged Key

