

Truck Recall Value Stream Maps

Customer Owned Truck Value Stream Map

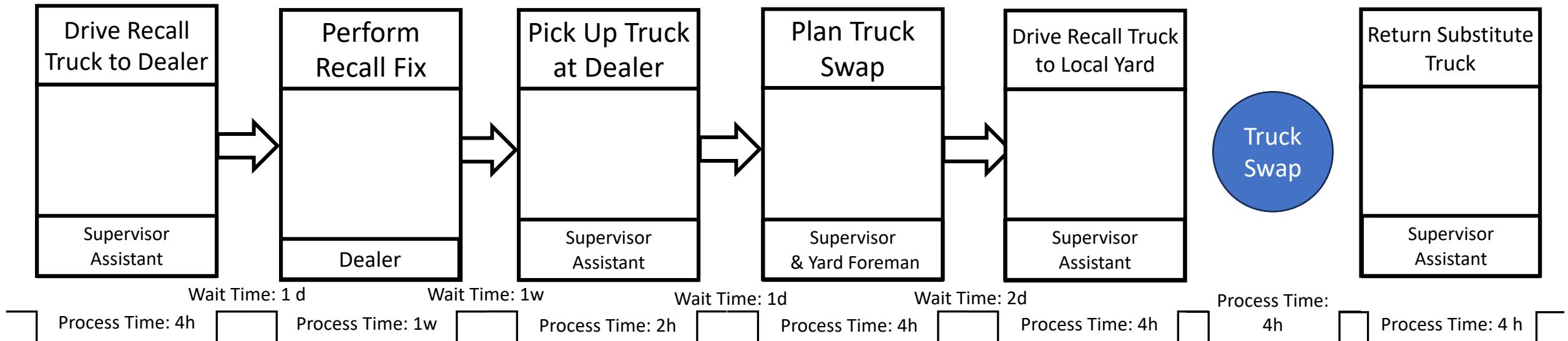
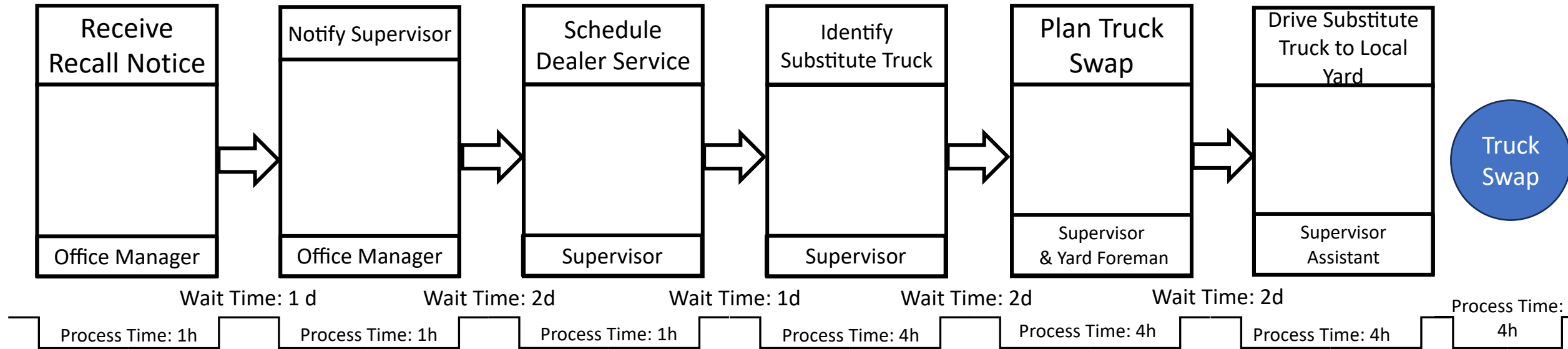
and

Customer Rented Truck from Tree Trucks Inc. Value Stream Map

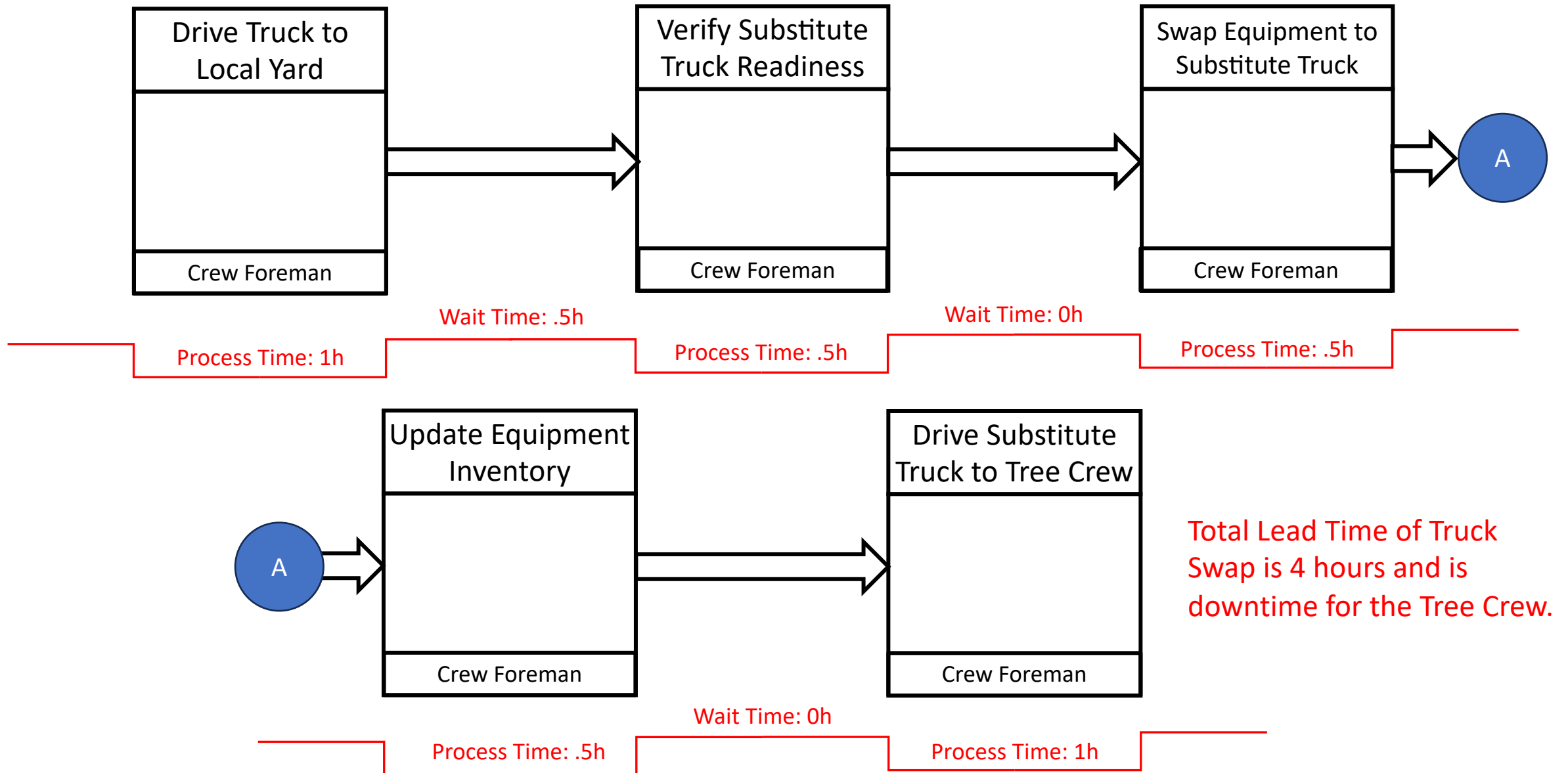
(Note: Red timelines indicate Tree Crew downtime)

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

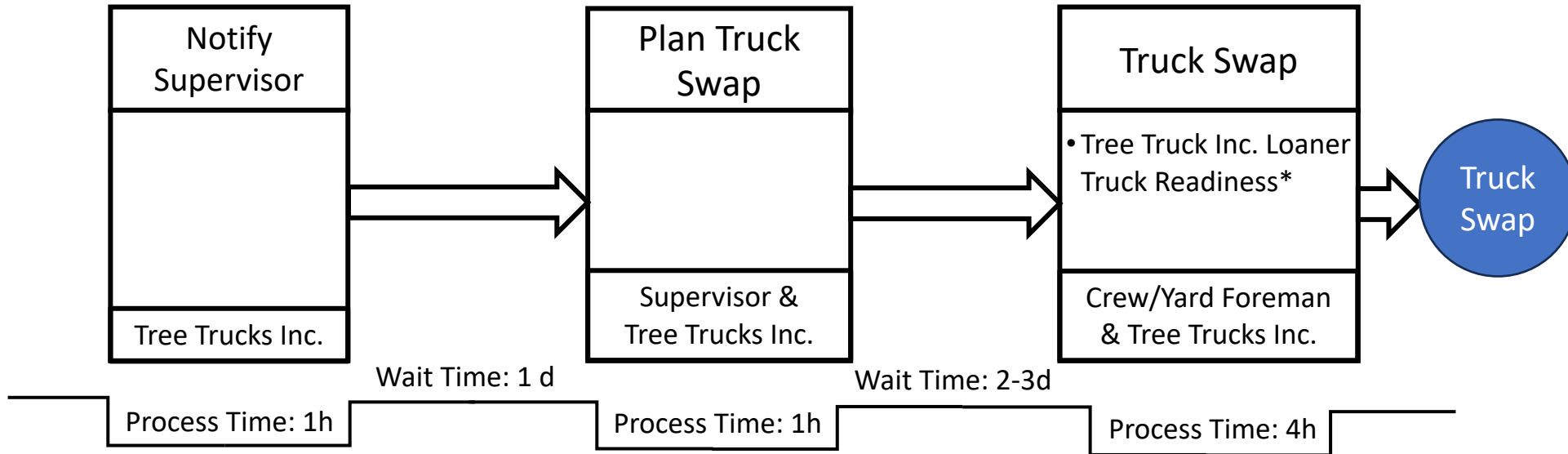
Customer Owned Truck is Recalled



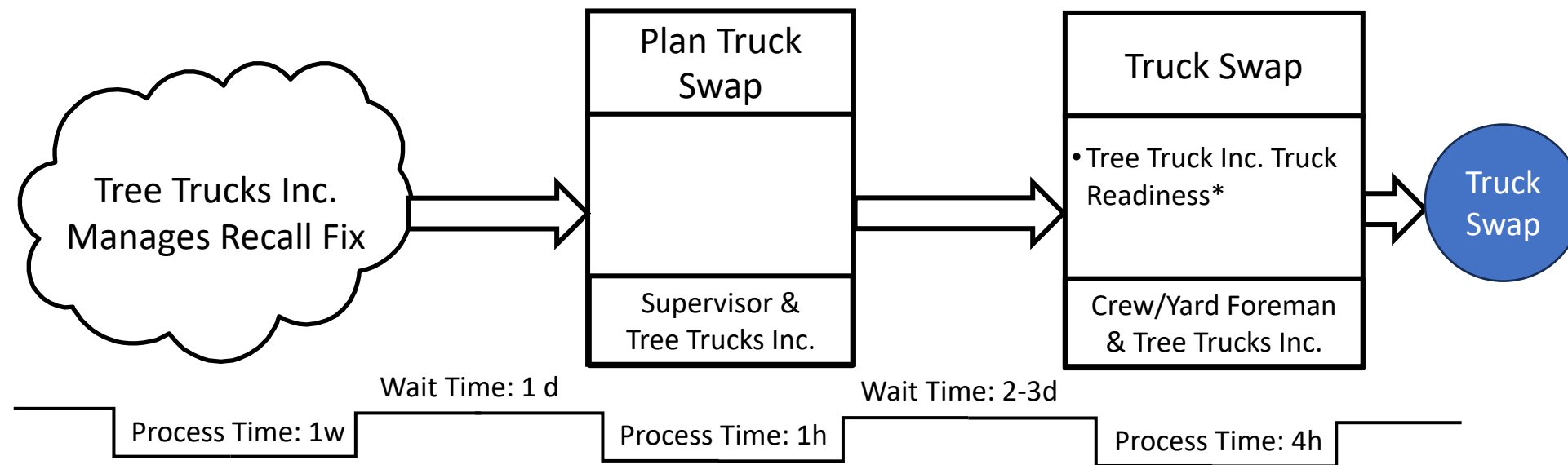
Truck Swap



Customer Rented Truck from Tree Trucks Inc. is Recalled



- *Tree Truck Inc. Loaner Truck
- Full Tank of Gas
 - Fully Equipped Truck
 - Up to Date Maintenance
 - Delivered to Local Yard
 - Correct Truck Specs



- *Returned Tree Truck Inc. Truck
- Full Tank of Gas
 - Fully Equipped Truck
 - Up to Date Maintenance
 - Delivered to Local Yard
 - Correct Truck Specs