

## Using the CSL Correctly

Using the CSL correctly improves Customer Delight by allowing us to provide more accurate promise times to our customers.



- Service Coordinator clicks the vehicle out of the CSL, then clicks in the next vehicle

**Note:** In certain workflow plays, the same person may perform both the Crew Chief and Service Coordinator roles.

### The Whys

By clicking vehicles in and out of the bay correctly, we will have the best information to:

- Quote customers the most accurate wait time
- Schedule the right number of people in the service area to meet customer demand