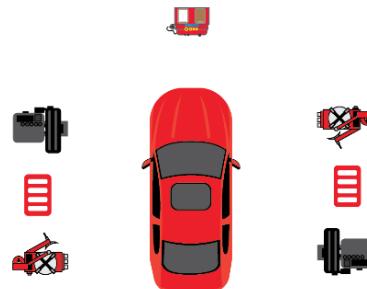


## Workflow: Bayside Environment OBP

### What is a Workcell?

A Bayside Workcell is a single bay with equipment located alongside the vehicle; 1 changer, 1 inflation cage and 1 balancer on each side of the vehicle.



### Types of Service

A Bayside Workcell should only perform Mirrored Services, which includes 2-Tires, 4-Tires, Rotations and Rebalances.

### Stages of Services

There are Three Stages of Service in Workflow:

- **Prep Stage** – The customer's vehicle is being prepared for Service
- **Work Stage** – The customer's vehicle is being serviced
- **Close Stage** – The customer's vehicle is being nearing completion of service

### What is a Play?

A Play is a team of people that are comprised of a Service Coordinator, Crew Chief and Left Tech, Right Tech, performing services in a workcell.

### Scheduling (Plays) Requirements

The Bayside environment requires a 4-person uninterrupted play.

- The 4-person uninterrupted work cell works best when demand can support 6 or more people in the Service Area. Running 4 or 5 person plays with bayside will require the bayside team to float between mirror services in bayside and non-mirror services outside of bayside.
- A 1-person work cell is intended only for when the 5 person play is interrupted. This workcell consists of one person who will fill all roles, this single person cell is responsible for single invoices (flat repairs, 1 news, carry outs), The other work cell will have to support Bayside. The SC must be able to manage moving team between bayside mirror services and move to non-mirror services outside bayside

### Scheduling (Plays) Structure

Service Area Staffing	Bayside Workcell				Workcell 2				Workcell 3			
	SC	CC	ST	ST	SC	CC	ST	ST	SC	CC	ST	ST
4-person <i>minimum</i>												
5-person*												
6-person												
7-person					+							
8-person												
9-person					+							
10-person												
11-person									+			
12-person												

+ *shared role (SC + CC)*