

Workflow: Standard Environment OBP

What is a Workcell?

A Standard Workcell is two bays with equipment located in the front in the vehicles; 2 tire changers, 2 inflation cages and 2 balancers in front of the bays.



Types of Service

A Standard Workcell can perform Mirrored Services and Non-Mirrored Services.

- **Mirrored Services** - One ST will work on each side of the vehicle: Left Tech and Right Tech
- **Non-Mirrored Services** - One ST will complete the repair/replacement while the other ST will perform any additional services needed such as rotation, balance, air checks, etc.

Stages of Services

There are Three Stages of Service in Workflow:

- **Prep Stage** – The customer's vehicle is prepared for Service
- **Work Stage** – The customer's vehicle is being serviced
- **Close Stage** – The customer's vehicle is 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 a Left Tech, Right Tech performing services in a workcell.

Scheduling (Plays) Requirements

The Standard Environment has the following play options available:

- **4-Person Workflow Play** - This is the primary recommended workflow play and the most ideal workflow play when there is balanced work. When you have four people to support a work cell, each person will have a dedicated role, Service Coordinator, Crew Chief and a Left Tech, Right Tech.
- **5-Person Workflow Play** - A 5-person workcell leverages a 5th employee to keep the 4-person team uninterrupted (supporting airchecks, single services, etc., and supporting the CC on prep and work stage on the second vehicle. Tech S supports keeping the 4-person team in their roles, tech S supports Crew Chief by supporting the secondary vehicle while Tech L and R complete the lead vehicle.
- **3-Person Workflow Play (SC/CC duties combined)** - A 3-person workcell functions the same way as the 4-person workcell, except one person shares the responsibilities of SC and CC. The SC/CC must be very proficient with SAW timelines to stay ahead of service techs.
- **2-Person Workflow Play (SC/ST and CC/ST roles combined)** - A 2-person workcell consists of one person who will fill the role of a SC and ST with another person who will fill the role of the CC and ST. Both employees must be able to complete both roles, this play works best with experienced employees.

Scheduling (Plays) Structure

Service Area Staffing	Workcell 1					Workcell 2					Workcell 3				
	SC	CC	ST	ST	S	SC	CC	ST	ST	SC	CC	ST	ST		
3-person															
4-person															
5-person															
6-person															
7-person							+								
8-person															
9-person															
10-person															
11-person												+			
12-person															

+ shared role (SC + CC)