










Directions: Use this checklist to assist in coaching stores on how to effectively use Workflow and Bayside Best Practices.


| | | | |
|---|---------------|---|------------|
| Date: | Store: | Observer: | |
| As you walk in, observe Workflow; what do you see? | |  | Yes |
| Is there an uninterrupted 4-person workcell in the Bayside bay? | |  | No |
| Does the Service Team follow the Bayside Flow of Tasks? | | | |
| Is there consistent and clear communication? | |  | |
| Do the L and R Techs pull 1 st assemblies and move directly to the equipment to be used? | |  | |
| Do the SC and CC pull and prep the other assemblies? | |  | |
| Is the 5S environment maintained as part of Workflow? | |  | |
| RESULT: Are the Bayside bay times 14 minutes or less? | | | |
| <i>Notes:</i> | | | |

| | | | |
|--|--|------------|-----------|
| Safety and Quality First |  | Yes | No |
| Does the employee properly clear the area around the vehicle before raising or lowering vehicle, making sure to communicate and follow the Best Practices? | | | |
| Are the employees properly removing and installing assemblies without grabbing in the spokes? | | | |
| Are the employees are following Best Practices and using the balancer lift every time? | | | |
| Do the employees follow safety Best Practices (safety glasses, gloves, masks)? | | | |
| <i>Notes:</i> | | | |

| Are the Right Number of Qualified People Scheduled? | | | |  | Yes | No |
|--|------------|------------|-----------|---|-----|----|
| References: Scheduling to Demand OBP | | | | | | |
| Is the Sales Area staffed to support demand? | | | | | | |
| Is the Service Area staffed to support demand? | | | | | | |
| Are their scheduling practices impacting bay and wait times? | | | | | | |
| What plays are they running in the Service Area? | | | | | | |
| What is projected demand? (Use CSL averages) | (8-11)____ | (11-2)____ | (2-6)____ | | | |
| Notes: | | | | | | |

| Recruiting / Training / Coaching / Mentoring - Questions for the Manager | | | |  | Yes | No |
|--|--|--|--|---|-----|----|
| Can they build a schedule around the current certifications? | | | | | | |
| • If no, what roles are they short on? (SC= CC= ST=) | | | | | | |
| Do they have enough people to cover open shifts? | | | | | | |
| • If no, how many more do they need? (A/M -P/M) | | | | | | |
| Are their scheduling practices impacting bay and wait times? | | | | | | |
| Can you tell who the SC and CC are just by their actions? | | | | | | |
| References: SAW - Task Timing Checklist | | | | | | |
| Notes: | | | | | | |

| Clear Roles and Expectations - Questions for the Manager |  | Yes | No |
|---|---|-----|----|
| Does everyone know their role in the Service Area? If no, where are the gaps? (SC= CC= ST=) | | | |
| Does everyone know how many cars their workcell is expected service per hour? | | | |
| Is inventory always pre-pulled and staged by the tire changer? References: SAW - Flow of Tasks | | | |
| Does the SC pull the vehicle out within 15-30 seconds of the work being completed? References: Bayside Job Instructions | | | |
| Does the CC fill the bay within 15-30 seconds of previous vehicle being pulled out? | | | |
| Are the STs kept in Workflow and moving vehicles forward without downtime? | | | |
| Is the SC easily identifiable by their communication and presence in the workcell? References: Service Area Workflow Advanced | | | |
| Does the SC follow the timeline consistently and is always ahead and not behind? | | | |
| Is the SC ensuring Safety Best Practices and the 5S environment are being maintained? | | | |
| Are there any people standing and waiting for something to do? | | | |
| Notes: | | | |

| Environment - Evaluate Workplace Organization |  | Yes | No |
|---|---|-----|----|
| Environment is consistent with 5S standards - clear of dead tires, tools are put away between use. | | | |
| Is the store clean, organized, and free of clutter (dead tires, trash, wheel weights)? References: 5S Environment | | | |
| Does inventory storage cause a delay in pulling tires? References: 5S Best Practice Inventory Storage | | | |
| Are the tools in place so people are not walking around looking for tools? | | | |
| Is the equipment in good working order? | | | |
| Notes: | | | |