

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?			
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?			
Notes:			

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)?			
Notes:			

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?				
<ul style="list-style-type: none"> If no, what roles are they short on? (SC= CC= ST=) 				
Do they have enough people to cover open shifts?				
<ul style="list-style-type: none"> 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:		