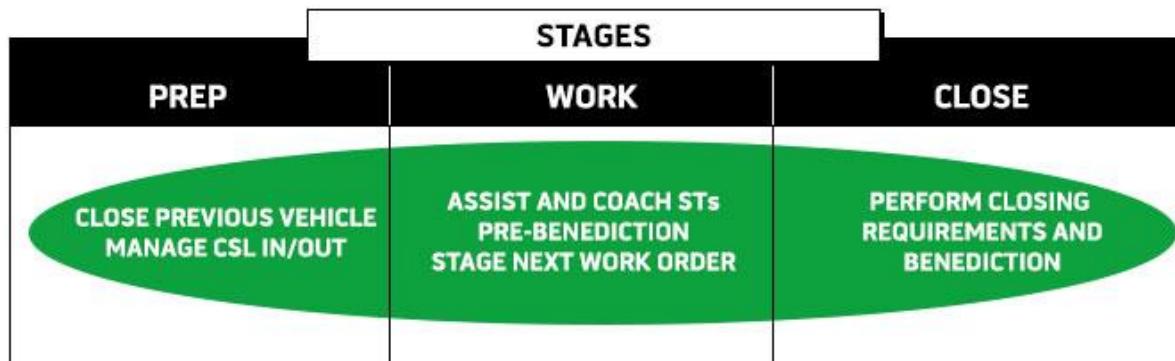


Service Area Workflow: Task Timing Checklist Bayside Environment

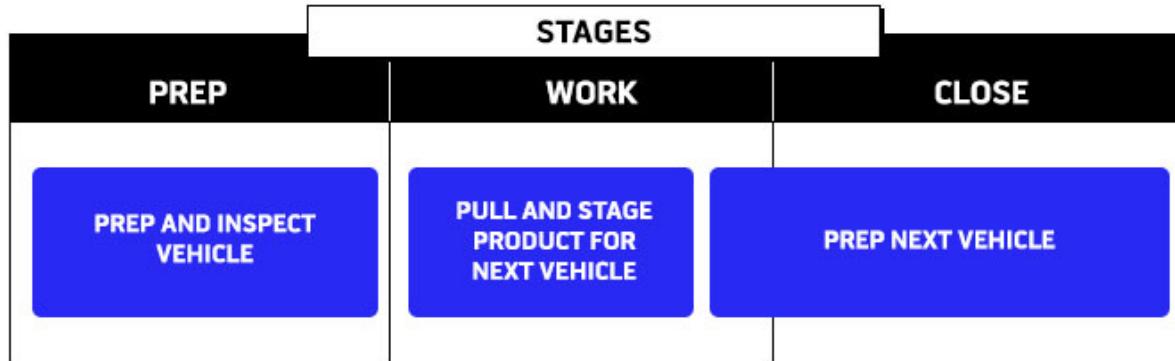


Directions: Use this checklist to observe and coach each role and their specific tasks in standardized work.

Service Coordinator



	Action	Areas of Opportunity
WORK	(1) Remove second assembly If applicable, remove the second assembly and place it at the equipment to be used. (2) Pre-Benediction Perform the Pre-Benediction with the customer and inform them of any potential issues or opportunities found. (3) Stage next work order (4) Communicate with CC for next vehicle inventory Pick up the next work order and place it under the paperwork for the vehicle being serviced; communicate with the CC to pull inventory for the next vehicle.	
	(5) Support STs Balance, inflate, or install the first assembly as applicable (while ST completes the service on second assembly). Assist and coach the STs as they complete the service. (6) Reset TPMS Reset TPMS prior to pulling vehicle out of the bay (if applicable). (7) Validate work completed Confirm the Service Team has completed the work order, ensuring wiper blades and lugs were addressed.	
	(8) Lower vehicle Lower the vehicle, ensure Lowering the Vehicle Best Practices are being executed. (9) Pull vehicle out (10) Benediction Pull the vehicle out and perform the Service Benediction, OR park the vehicle and document the location.	
	(11) File paperwork (12) CSL In/Out In the CSL, click out the completed vehicle and click in the vehicle the CC has pulled into the bay. (Repeat)	



	Action	Areas of Opportunity
PREP	(1) Vehicle in Product is pulled and staged prior to vehicle coming in.	
	(2) Check spare and other non-serviced assemblies Begin prepping vehicle by checking the spare and any other non-serviced assemblies.	
	(3) Raise vehicle Raise the vehicle, ensure Raising the Vehicle Best Practices are being executed.	
	(4) Perform Service Area inspection Look for any potential issues or opportunities that may not have been discovered during the VTV.	
	(5) Remove second assembly If applicable, remove the second assembly and place it at the equipment to be used.	
	(6) Communicate findings to SC	
WORK	(7) Next vehicle - pull and stage product Pull and scan product, enter the relevant DOT information, and then stage at the equipment for the next vehicle.	
	(8) Support STs Balance, inflate, or install the first assembly as applicable (while ST completes the service on second assembly). Assist and coach the STs as they complete the service	
CLOSE	(9) Next vehicle - pull in (Begin Prep stage: Repeat)	



Service Tech

STAGES		
PREP	WORK	CLOSE
Action	Areas of Opportunity	
PREP	<p>(1) Start work stage of service STs have a similar skillset and experience. STs start the vehicle together.</p>	
WORK	<p>(2) Vehicle work - keep together STs keep together during the service. Communicate with SC and CC any potential delays or concerns immediately.</p>	
CLOSE	<p>(3) Finish together STs complete the vehicle at approximately the same time before moving to the next vehicle.</p> <p>(4) One ST guide SC out (4) Second ST reset 5S, and remove scrap tires</p> <p><input type="checkbox"/> Next vehicle - begin Prep stage of service (repeat)</p>	
Ensure:	<ul style="list-style-type: none"> Tasks take appropriate amount of time to complete, and delays are being communicated immediately. Execution of Critical to Safety and Critical to Quality Best Practices. STs use tools from their side of the vehicle and return them to their designated location; 5S environment is maintained throughout the service. STs consistently communicate with SC and CC about any potential delays or concerns. 	

