



DISCOUNT TIRE UNIVERSITY

Service Area Workflow: Task Timing Checklist Bayside Environment

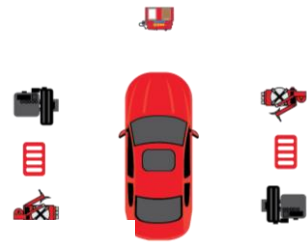


Directions: Use this checklist to observe and coach each role and their specific tasks in standardized work.

Service Coordinator

STAGES		
PREP	WORK	CLOSE
CLOSE PREVIOUS VEHICLE MANAGE CSL IN/OUT	ASSIST AND COACH STs PRE-BENEDICTION STAGE NEXT WORK ORDER	PERFORM CLOSING REQUIREMENTS AND BENEDICTION

	Action	Areas of Opportunity
WORK	<p>(1) Remove second assembly If applicable, remove the second assembly and place it at the equipment to be used.</p> <p>(2) Pre-Benediction Perform the Pre-Benediction with the customer and inform them of any potential issues or opportunities found.</p>	
PREP	<p>(3) Stage next work order</p> <p>(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.</p>	
WORK	<p>(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.</p> <p>(6) Reset TPMS Reset TPMS prior to pulling vehicle out of the bay (if applicable).</p> <p>(7) Validate work completed Confirm the Service Team has completed the work order, ensuring wiper blades and lugs were addressed.</p>	
CLOSE	<p>(8) Lower vehicle Lower the vehicle, ensure Lowering the Vehicle Best Practices are being executed.</p> <p>(9) Pull vehicle out</p> <p>(10) Benediction Pull the vehicle out and perform the Service Benediction, OR park the vehicle and document the location.</p>	
	<p>(11) File paperwork</p> <p>(12) CSL In/Out In the CSL, click out the completed vehicle and click in the vehicle the CC has pulled into the bay.</p>	
	(Repeat)	



STAGES		
PREP	WORK	CLOSE
PREP AND INSPECT VEHICLE	PULL AND STAGE PRODUCT FOR NEXT VEHICLE	PREP NEXT VEHICLE

	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	
	(9) Next vehicle - pull in (Begin Prep stage: Repeat)	
CLOSE		

STAGES		
PREP	WORK	CLOSE
COMPLETING PREVIOUS VEHICLE	PERFORM REQUESTED SERVICE ON VEHICLE	COMPLETE VEHICLE RESET SS ENVIRONMENT

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