



Flow of Tasks: Standard Environment (2 Vehicle Transition)

Directions: Use this tool to observe completion of workflow tasks in standardized work.
 This tool is used to observe and coach the steps and flow (order of completion) of standard work.
 Use Task Timing Checklist to support coaching of opportunities.

		Crew Chief	Service Coordinator	Service Techs	
				(LT)	(RT)
PREP	(1) Vehicle In		(1) Communicate with CC – Pull Vehicle		
	(2) Check Spare & Other Non-Serviced Assemblies			(1) Start Work Stage of Service	
	(3) Raise Vehicle				
	(4) Perform Service Area Inspection				
	(5) Begin Prepping Assemblies				
WORK	(6) Communicate Findings to SC		Once Assemblies are removed:	(2) Vehicle Work - Keep Together	
	(7) Assist & Coach the STs		(2) Pre-Benediction (3) Next Vehicle – Communicate with CC for next vehicle inventory		
	(8) Next Vehicle - Pull & Stage Product		(4) Assist and Coach STs (5) Reset TPMS (6) Validate Work Completed		
CLOSE	(9) Ensure STs transition		(7) Lower Vehicle (8) Pull Vehicle Out (9) Benediction	(3) Finish Together (4) One ST Guide SC out (4) Second ST maintain 5S and remove Scrap tires Next Vehicle – Begin Prep Stage of Service	
	(10) Next Vehicle- Pull In open bay in workcell (Begin prep stage: Repeat)		(10) File Paperwork (11) CSL In/Out (12) Stage Next work order		
			(Repeat)	(Repeat)	

LEGEND: □ [Satisfactory, checked] / Circled = opportunity note