PSE Setting Up the WIN Observation

This checklist helps Assistant Vice Presidents (AVPs) and Store Managers ensure that stores are effectively managing all the puzzle pieces and Setting Up the WIN.

🖥️ - This icon indicates data will need to be gathered to support your observation.

Date:	Observer:	Store:

Assessing Our Gauges		
	Target	Current🖥️
Safety Score	9	
Quality Score	8	
Delivery Score	7.8	
Cost Score	7.1	
AVG Bay time (Use Workflow Performance Report)	16	
AVG Wait time (Use Workflow Performance Report)	38	

As you walk in, observe Workflow, what do you see?		
How many cars are clicked in on the CSL vs. how many are in the bays?	CSL	In Bay
How many cars are waiting to be serviced?🖥️		
Are the tires pulled ahead of time or is the CC scrambling to get units for Techs?		
Is the SC in the vehicle to pull out vehicle immediately after the torquing is completed or does the car sit in the bays waiting to be pulled out?		
How many bays are they working out of vs. how many bays their play suggests they should be using?	Workflow Play	Actual
Does the quantity of equipment (changer, balancer, air cages) match the demand needs of the store?		
Is the equipment configuration conducive to lowering wait times and helping our people take less steps when we follow Best Practices?		
Notes:		

Right Number of Qualified People Scheduled? References: Scheduling to Demand OBP	3	Yes	No
Is their AM coverage between 100 – 102%?🖥️			
Is their PM coverage between 100 – 102%?🖥️			
Are their scheduling practices impacting bay and wait times? 🖥️			
What play(s) does the ABV / Workflow Play show they are running in the Service Area?			

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Page 1 of 2

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What play(s) are they actually running in the Service Area?		

Are the plays producing the amount of vehicles/hour which they should References: SAW – Flow of Tasks		

Recruiting / Training / Coaching / Mentoring Questions to Ask the Manager 🧩 1	**Yes**	**No**
Do they have certified people to fill the roles to build a schedule? 🖥️ ○ If no, how many more do they need? (SC=__ CC=__ ST=__)		
Do they have enough people to cover open shifts? 🖥️ ○ If no, how many more do they need? (AM_____ PM_____)		

Clear Roles and Expectations - Questions for Manager 🧩 2	**Yes**	**No**
Can you tell who the SC and CC are just by their actions? References: SAW - Task Timing Checklist		
SC performs the Pre-Benediction once all assemblies are removed from the vehicle		
CC has Inventory pre-pulled and staged by the tire changer References: Flow of Tasks		
SC pulls the vehicle out within 15 to 30 seconds of the work being completed References: Job Instructions		
CC fills the bay within 15-30 seconds of previous vehicle being pulled out		
STs remove the required assemblies and move directly to the required equipment within 30 seconds.		
SC follows timeline consistently and is always ahead and not behind References: SAW Task timelines		
Is the **SC** ensuring Safety Best Practices and the 5S environment are being maintained?		

Environment - Evaluate Workplace Organization 🧩 4	**Yes**	**No**
Environment is consistent with 5S standards - clear of dead tires and 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 and people aren't walking around looking for tools? References: 5S Environment		
Is the equipment in good working order?		
Do the people follow safety BPs (safety glasses, gloves, masks)?		

Notes: