

Service Area Workflow: Pre-Event Guide

For Store Managers

Overview

This guide will assist in preparing for a Workflow Event, supporting improvements in safety and quality FIRST in delivering an on-time service experience.

Go See

During this step, you will gather data in the Service Area by observing utilizing the following resources:

- Puzzle Pieces
 - **Complete the PSE Setting Up the WIN**
 - Use the AVP Checklist to begin looking at impacts of the puzzle pieces on the Service Area [Standardized+Workflow+-+AVP+Checklist \(discounttire.com\)](https://discounttire.com/Standardized+Workflow+-+AVP+Checklist)
 - **Scheduling the Right Number of Qualified People**
 - Review the schedule for Workflow coverage for both AM and PM using the Coverage Graphs ([Scheduling Learn More - Store Operations \(discounttire.com\)](https://discounttire.com/Scheduling+Learn+More+-+Store+Operations))
 - **Environment Ready (5S)**
 - Walk the Service Area and observe the environment to ensure:
 - All tools and equipment are in working order
 - Inventory is set up for the win
 - **Recruiting / Training / Coaching / Mentoring**
 - Review the certification status and LMS completion for each employee in the Service Area
 - **Clear Roles and Responsibilities**
 - Review the expectations for each role in the Service Area using the Task Timing Checklist
 - **Discuss findings from PSE Puzzle Piece observations with AVP**

Complete Learning Resources (What We Do)

During this step, you will be reviewing the following learning resources to refresh Service Area Workflow concepts:

- Complete the 5S Workplace Organization in the LMS
- Complete the SQDC Scorecard learning in the LMS

- Complete the Workflow Basics, Workflow Intermediate, and Workflow Advanced learning in the LMS ([Learning Path - DTU \(discounttire.com\)](https://discounttire.com))
- Watch the Positive Effects of Workflow videos with Kyle Green ([Service Area Improvement Journey - DTU \(discounttire.com\)](https://discounttire.com))

Use Supporting Documents

During this step, you will be reviewing the following learning resources to refresh Service Area Workflow concepts:

- Observation Resources ([Service Area Improvement Journey - DTU \(discounttire.com\)](https://discounttire.com))
 - **Task Timing Checklist**
 - Observe each role and their tasks in Service Area Workflow
 - **Flow of Task Checklist**
 - Observe how all roles come together to execute Service Area Workflow
 - **Movement Worksheet**
 - Observe and track movement in the workcell – document a SC's movement through an entire service

Review and Practice (Setting Up the WIN)

During this step, you will review, practice, and discuss with the following resources with the Service Area Workflow teams:

- Review the Workflow OBP ([Service+Area+Workflow+-+Operational+Best+Practice \(discounttire.com\)](https://discounttire.com))
 - From a scheduling perspective, this will show you where to have your team for Workflow coverage
- Practice Workflow
 - Breakdown the process with the SC, CC, and STs using the Task Timing Checklist and allow them to practice by walking and talking through the flow of a service
- Discuss
 - Have a huddle with your Service Area team to recap and discuss what they learned from practices and how they will apply what they learned
- Repeat
 - Practice Workflow and discuss learnings for multiple times for at least one week to ensure you engage your entire team and begin the process of building positive habits based on the Best Practices