

Directions: Use this checklist to assist in coaching stores on how to effectively use Workflow Best Practices.

Date:	Store:	Observer:	
As you walk in, observe Workflow; what do you see?			Yes
Are the Service Techs reducing wasted footsteps by using the proper equipment in their designated workcell?			No
Does the SC follow the SAW Task Timing Checklist?			No
Is there clear and consistent communication?			No
Are the L and R techs evenly matched?			No
Does the SC support the Close Stage of service, ensuring safety and quality of work performed?			No
Does the CC support the Prep Stage of service?			No
Is the 5S environment maintained as part of Workflow?			No
RESULT: Are the bay times 16 minutes or less?			
Notes:			

Safety and Quality First		SAFETY & QUALITY FOCUSED	Yes	No
Does the employee properly clear the area around the vehicle before raising or lowering vehicle, making sure to communicate and follow the Best Practices?				
Are the employees properly removing and installing assemblies without grabbing the spokes?				
Are the employees following Best Practices and using the balancer lift every time?				
Do the employees follow Employee Safety Best Practices (safety glasses, gloves, and lifting practices)?				
Do the employees follow Vehicle Safety Best Practices (proper assembly install, torquing)?				
Notes:				

Are the Right Number of Qualified People Scheduled?			Yes	No
References: Scheduling to Demand OBP				
Is the Sales Area staffed to support demand?				
Is the Service Area staffed to support demand?				
Are their scheduling practices impacting bay and wait times?				
What plays are they running in the Service Area?				
What is projected demand? (Use CSL averages)	(8-11)_____	(11-2)_____	(2-6)_____	
Notes:				

Recruiting / Training / Coaching / Mentoring - Questions for the Manager			Yes	No
Can they build a schedule around the current certifications?				
• If no, what roles are they short on? (SC= CC= ST=)				
Do they have enough people to cover open shifts?				
• If no, how many more do they need? (A/M -P/M)				
If L and R techs are not evenly matched, are the SC and CC filling in the gap?				
Is there clear and consistent communication from the SC and CC? If no, where is the gap and does the employee understand the expected communication?				
Do the SC and CC know which services are mirrored and which are non-mirrored?				
Is there an understanding of how to use workcells to move between mirror and non-mirrored services most effectively?				
Can you tell who the SC and CC are just by their actions?				
References: SAW - Task Timing Checklist				
Notes:				

Clear Roles and Expectations - Questions for the Manager		Yes	No
Does everyone know their role in the Service Area? If no, where are the gaps? (SC= CC= ST=)			
Does everyone know how many cars their workcell is expected service per hour?			
Is inventory always pre-pulled and staged by the tire changer? References: SAW - Flow of Tasks			
Does the SC pull the vehicle out within 15-30 seconds of the work being completed? References: Mirror Job Instructions			
Does the CC fill the bay within 15-30 seconds of previous vehicle being pulled out?			
Are the STs kept in Workflow and moving vehicles forward without downtime?			
Is the SC easily identifiable by their communication and presence in the workcell? References: Service Area Workflow Advanced			
Does the SC follow the timeline consistently and is always ahead and not behind?			
Is the SC ensuring Safety Best Practices and the 5S environment are being maintained?			
Are there any people standing and waiting for something to do?			
<i>Notes:</i>			

Environment - Evaluate Workplace Organization		Yes	No
Environment is consistent with 5S standards - clear of dead tires, 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 so people are not walking around looking for tools?			
Is the equipment in good working order?			
<i>Notes:</i>			