

WORKFLOW IMPROVEMENT STORE SPOTLIGHT: TXW 08

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"We have been very disciplined in focusing on our 4-time bay times and our SC having the task timing checklist in his hand while working to make sure he is having the right people in the right place at the right time. By having the document in his hand while conducting the checklist let's his people know he is doing it with a purpose for a purpose. We try and focus on 1 step at a time and focus on that step for the next 3 cars and move on to the next step and continue doing that until we have our workflow down from every position. Our workflow managers constantly teach while they are working every day to get our entire back room on the same level."

- Eric Espinda



IMPROVEMENTS



Visit this store's Workflow Improvement Log on the KC to review what they have learned, and are currently focusing on, in their pursuit of providing the most Inviting, Easy, and Safe purchase and service experience in the world.

Continue your store's pursuit of Service Area improvement by visiting the Service Area Workflow Improvement page on the KC for tools and tips.