

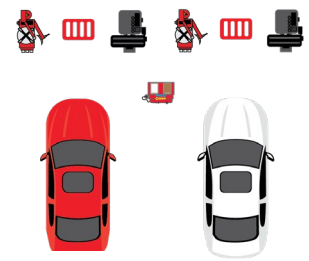
Task Timing Checklist: Standard Environment

Directions: Use this checklist to observe and coach each role and their specific tasks in standardized work.

Service Coordinator

STAGES		
PREP	WORK	CLOSE
CLOSE PREVIOUS VEHICLE MANAGE CSL IN/OUT	ASSIST AND COACH STs PRE-BENEDICTION STAGE NEXT WORK ORDER	PERFORM CLOSING REQUIREMENTS AND BENEDICTION

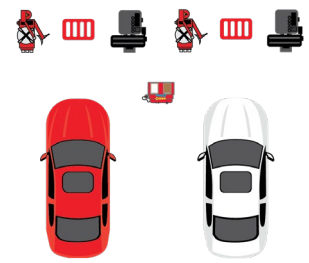
	Action	Areas of Opportunity
PREP	(1) Communicate with CC Pull in next vehicle before pulling vehicle out.	
	Once assemblies are removed: (2) Pre-Benediction Perform the Pre-Benediction with the customer and inform them of any potential issues or opportunities found.	
	(3) Communicate with CC for next vehicle inventory (3) Communicate with the CC to pull inventory for the next vehicle, stage product, and scan out the product.	
	(4) Assist and coach the STs Observe STs completing their work; assisting and coaching as needed. Ensure the Service Team is communicating effectively throughout the service.	
WORK	(5) Reset TPMS Reset TPMS prior to pulling vehicle out of the bay (if applicable).	
	(6) Validate work completed Confirm the Service Team has completed the work order, ensuring wiper blades and lugs were addressed.	
	(7) Lower vehicle Lower the vehicle, ensure Lowering the Vehicle Best Practices are being executed.	
	(8) Pull vehicle out (9) Benediction Pull the vehicle out and perform the Service Benediction, OR park the vehicle and document the location.	
CLOSE	(10) File paperwork File paperwork and invoice sleeve.	
	(11) CSL In/Out In the CSL, click out the completed vehicle and click in the vehicle the CC has pulled into the bay.	
	(12) Stage next work order	
	(Repeat)	



Crew Chief

STAGES		
PREP	WORK	CLOSE
PREP AND INSPECT VEHICLE	PULL AND STAGE PRODUCT FOR NEXT VEHICLE	PREP NEXT VEHICLE

	Action	Areas of Opportunity
PREP	(1) Next vehicle - pull in Pull the vehicle into the bay. Product is pulled and scanned prior to vehicle coming in.	
	(2) Check spare and other assemblies, if necessary Begin prepping vehicle by checking the spare and any other non-serviced assemblies.	
	(3) Raise vehicle Raise the vehicle, ensure Raising the Vehicle Best Practices are being executed.	
	(4) Perform Service Area inspection Look for any potential issues or opportunities that may not have been discovered during the VTV.	
	(5) Begin prepping assemblies Remove assemblies and support the start of work stage of service	
	(6) Communicate findings to SC	
WORK	(7) Assist and coach STs Communicate the specifications for air pressure and torque with the Techs at the start of service, and any special instructions.	
	(8) Next vehicle - pull and stage product Pull and scan product, enter the relevant DOT information, then stage at the equipment for the next vehicle.	
CLOSE	(9) Ensure STs transition to next vehicle Ensure 5S environment is maintained.	
	(10) Next vehicle- pull in open bay in workcell (Begin Prep stage: repeat)	



Service Tech

STAGES		
PREP	WORK	CLOSE
COMPLETING PREVIOUS VEHICLE	PERFORM REQUESTED SERVICE ON VEHICLE	COMPLETE VEHICLE RESET 5S ENVIRONMENT

	Action	Areas of Opportunity
PREP	(1) Start work stage of service STs have a similar skillset and experience. STs start the vehicle together.	
	(2) Vehicle work - keep together STs keep together during the service. Communicate with SC and CC any potential delays or concerns immediately.	
WORK	(3) Finish together STs complete the vehicle at approximately the same time before moving to the next vehicle.	
CLOSE	(4) One ST guide SC out (4) Second ST reset 5S, and remove scrap tires	
	□ Next vehicle - begin Prep stage of service (repeat)	

Ensure:

- Tasks take appropriate amount of time to complete, and delays are being communicated immediately.
- Execution of Critical to Safety and Critical to Quality Best Practices.
- STs use tools from their side of the vehicle and return them to their designated location; 5S environment is maintained throughout the service.
- STs consistently communicate with SC and CC about any potential delays or concerns.

