

Workflow Accountability Checklist

Morning Service Area Huddle

Done	Action	Comment
	Review SQDC opportunities with store service employees. Discuss possible causes and solutions and update the SQDC board.	
	Communicate Start of Day Duties	
	Review plays/lunch coverage	
	Deliver Service Area Safety Talk If not assigned, each week choose one relevant to the store.	
	Present & discuss Quality Focus when delivered off weeks - choose one that covers a Best Practice the store needs to improve	

Throughout the Day

Done	Action	Comment
	Monitor work being done in all of the service bays	
	Spot Check invoices for work completed	
	Observe work being done; coach in the moment	
	Work with 5S AOR to make sure employees have tools where and when needed.	
	Enter tickets for equipment repairs needed	
	Monitor bay delay reasons and work with the other AOR's to remove the causes	
	Ensure "In the Bay" inspections are performed and execute CES when speaking with the customer	
	Review work orders/VTV's for completeness. Communicate any delay-causing items with Senior Assistant Manager	

End of Day

Done	Action	Comment
	Review service performance for the day, plan improvement opportunities to discuss the next day	

Regularly

Done	Action	Comment
	Collaborate with 5S Assistant Manager for Service Area improvement opportunities	