Bay Utilization Manager Expectations QRG

Introduction

This guide is intended to provide our Store Managers with direction for participation in the Bay Utilization pilot.

Overview

The Store Manager Dashboard can be used as a tool to problem solve and as an additional method to 'Go See' what is happening in the service bays.

During the pilot, the Store Manager will test the functionality and user experience of the Bay Utilization Store Manager Dashboard. There will be additional touchpoints throughout the duration of the pilot that will be identified in the near future.

Expectations

1. Log into the Manager Dashboard at least twice per day, once in the AM and once in the PM.
2. Look for opportunities to reduce waste via Bay Times and Wait Times.
3. Provide feedback via the Bay Utilization KC page on a weekly basis:
    a. What is working well?
    b. What would you like to know more about?
    c. What opportunities are there?
    d. What are you seeing as the real Bay Time versus the Bay Time Expectations?
    e. What other questions or concerns would you like the team to address?

Contact

If you have any questions, please use the feedback button located on the Bay Utilization KC page.