

Observing Bay Utilization QRG

Intent The Observing Bay Utilization QRG should be used to support your assessment of Bay Utilization dashboard to 'Go and See' in the Service Area to identify waste and drive improvement.

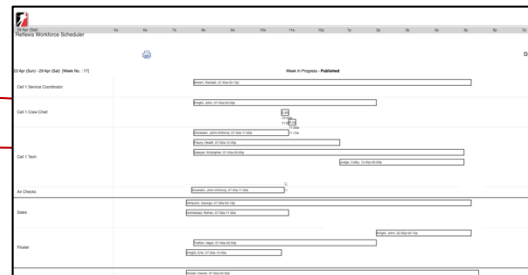
CSL Usage It is important to continue using the current CSL.
CREW Time will continue to use the data from the CSL to build your schedules.

Thruput Assessment Asses the Serviced per Hour number in the Bay Utilization Dashboard and compare it to the Thruput Standards below.

Cell	Bay	Play
1	Bay 1	
	Bay 2	
2	Bay 3	
	Bay 4	
3	Bay 5	
	Bay 6	

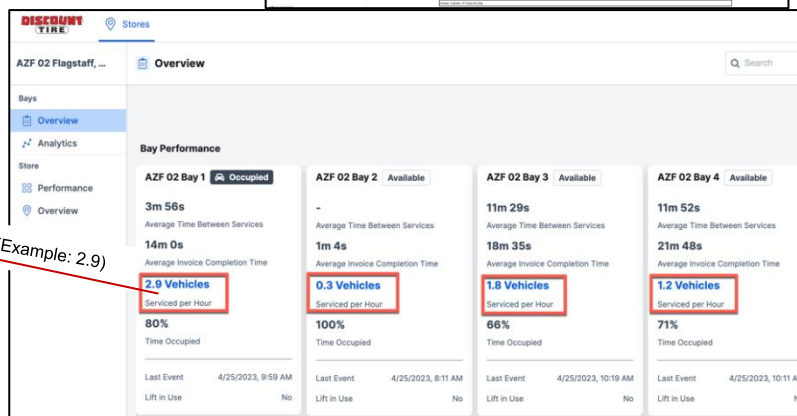
(Example: 4 person)

(Example: 3 person)



Cell	Bay	Serviced per Hour
1	Bay 1	
	Bay 2	
2	Bay 3	
	Bay 4	
3	Bay 5	
	Bay 6	

(Example: 2.9)



Play	Thruput Standards (Vehicles per Hour)				
2 Person	3	4			
3 Person	3	4	5		
4 Person	3	4	5	6	
5 Person	3	4	5	6	> 7
Bayside 4 Person	3	4	5	6	> 7

Review the following questions

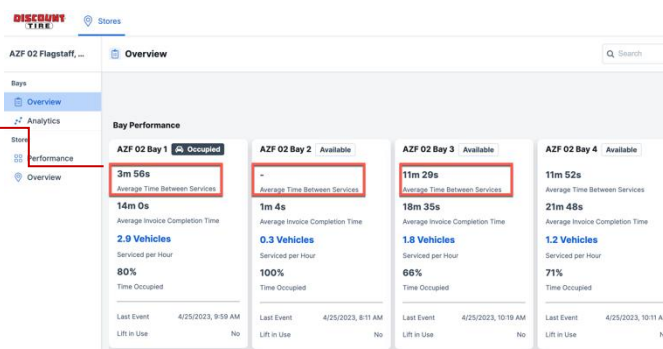
- Is the Service Area producing the proper number of vehicles based on the current workflow play? If not, Why?
 - Is SC behind of Task Timing?
 - Is Flow of Task being followed?
- Is the environment Set Up for the Win?
 - Is all equipment operating properly?
 - Are tools equipment set up following 5s Best Practices?
 - Are employees searching for or walking far for tools or equipment?

For a closer look

Utilize the following supporting Observation tools: Task Timing Checklist, Flow of Tasks Observation

Time Between Services (vehicles) Assessment

Bay	Time Between Services
Bay 1	
Bay 2	
Bay 3	
Bay 4	
Bay 5	



Review the following questions

1. What is the Average Time Between Services?
2. Is the time between services driven by gaps in demand or by delays in workflow?
3. Is the current time meeting expectations? If not, why?
 - a. Is the CC pulling tires before pulling in vehicles?
 - b. Is the vehicle in and prepped before STs complete previous vehicle?

For a closer look

Utilize the following supporting Observation tools: Waste Walk, Task Timing Checklist

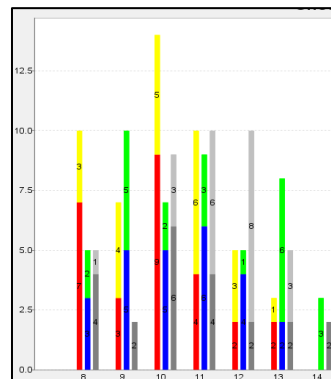
End of day Review

(Part 1)

Review the following questions

Compare your Thruput performance to your CSL hourly in and out

1. What times of day are cars being carried over?
2. How many cars are being carried over?
3. How many employees where scheduled?
4. Was the carry over driven by scheduling opportunities?
5. Was the carry over driven by workflow opportunities?

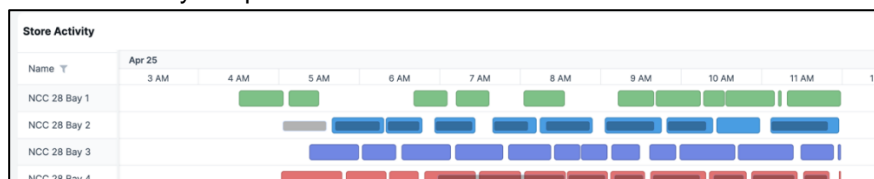


End of day Review

(Part 2)

Review the following questions

Assess the Store Activity Graph



1. How consistent was the flow of vehicles within each bay?
 - a. Are there long gaps between vehicles?
 - b. Do any vehicles stand out for exceptionally long time in bays? What caused this?
2. Did we use the right number of bays for the employees scheduled?
3. Is there consistency across the day?
 - a. Did we staff AM, MID, and PM with the right number and the right qualified employees?

Based on this data, what improvement(s) need to be made in puzzle pieces or workflow execution?