SOS and EOD Expectations

PA Role Assignments:

- **PA 1:** Focus on station staffing throughout the shift.
- **PA 2:**
  - Identify issues at stations before shift start.
  - Fix issues immediately or drop a ticket if needed.
  - Ensure alignment with wash tasks left from previous shift.
  - Review handoff notes; if not aligned, document questions and discrepancies.

Operational Focus Areas:

Slim Dashboard:

- Deep dive into causes if Slim Dashboard drops below 90%.

Overrides:

- Goal: Zero overrides.
- If an override is necessary, immediately post the reason in the Teams DS chat those running the shift.

Station Management Protocol:

- Once stations are staffed, do not change assignments unless:
  - A tangible, immediate issue exists.

- The issue cannot be resolved within 3 minutes.
- If an issue cannot be resolved within 3 minutes, reassign the station immediately.

PA End-of-Shift (EOD) Handoff:

- At end of shift, PA must post a summary in the **Singles Area Readiness Chat**, including:
  - **Barriers identified** (e.g., CPT leftover — why? Problem left over — why? Totes left over — why? and what actions were taken).

  - **Issues resolved**.

  - **Issues unresolved** (with reasons).

  - **Tickets dropped** (with full context).
- All dropped tickets must be posted on the handoff note.