

March 8, 2022

Hello Regional VPs, AVPs and Store Managers,

As we continue to Grow Responsibly and align our 2022 Strategic Focus with the Discount Tire Management System (DTMS), it is critical that we understand what our improvement opportunities are for attracting and retaining our talent through Workforce Management (WFM). To help with this, new reporting information is now available.

### What you need to know

- The WFM reporting is accessible from the new Workforce Management section of the [Store Manager AOR page](#) and are broken up into two categories:

Report	Details
Training	The current DTU training report for employee completions and overdue courses/programs.
Store Roster*	A direct link to CREW Time and includes employee certification level, Demand Hours, Estimated Headcount, System Open Shift Hours, and Manager Open Shift Hours.

\*Includes new [QRG](#)

- These reports are intended to provide more visibility in each region's/store's opportunities to manage employee training completions and scheduling to improve our Happy Employees gauge retain our talent.

### What's next

- As you begin reviewing these reports and developing your action plans, we will continue to identify opportunities to help condense training and certification timeframes, improve our recruiting processes, and help stores schedule to demand.
- Additional reports are being developed to help support you further and will be added to the Store Manager AOR page throughout the year.

If you have any questions regarding these reports or expectations, please contact your VP/SVP.

For all technical questions or issues, please contact the Service Desk.

Thank you for striving to be the BEST!