



April 5, 2022

Hello AVPs, Store Managers, and Stores,

Last year, we started hosting Bayside Workflow events to help introduce and set expectations for Workflow in their Bayside environment. Through these events, we realized there was an opportunity to focus on standardizing Workflow across all stores as part of our Service Area Improvement Journey – instead of just Bayside environments.

Effective today, we're excited to announce Standardize Workflow events and Coaching Certifications are now available on Phase 3 of the Service Area Improvement Journey page.

### **What you need to know**

- The Standardize Workflow events will help to realign on the expectations for properly executing on Service Area Workflow, while creating a consistent Customer Experience and increasing Safety and Quality.
- These events will begin with AVPs, who can register through the Phase 3 section of the [Service Area Improvement Journey \(SAIJ\) page](#). Through the events, AVPs will be coached so they can train, mentor, and certify their Store Managers.
- As Store Managers become certified, they will participate in monthly improvement calls with their region to help further develop their store's Service Area Workflow execution.
- The processes for the Standardize Workflow events and Coaching Certifications are outlined on the [SAIJ page](#).
- **NOTE:** Additional training/learning materials and videos have been added to the page to help you further understand the processes and expectations for Standardize Workflow. These materials will be available throughout the Events and Certification processes.

### **Our ask of you**

#### **AVPs:**

- Please review the Standardize Workflow event information and supporting materials on the Phase 3 section of the [SAIJ page](#) and sign up through the DTU/LMS links on the page when you feel ready.
- Once you have completed the event and your Coaching Certification, please work with your Store Managers to begin coaching and mentoring them through their Certification.

#### **Store Managers:**

- Please review the new Standardize Workflow event information and work through your AVPs to schedule your Workflow event, as this is the first step in receiving your Coaching Certification.
- Continue to work through your people and schedule to demand to align with Service Area expectations.

If you have any questions, please use the Feedback button on the [SAIJ page](#), which can be found under the PSE tab on the KC.

Thank you for striving to be the BEST!