

Air Check Specialist Onboarding

Introduction

This document is designed to provide you with an overview of the Air Check Specialist role. As illustrated below, this pilot is testing the concept of offering the Air Check Specialist Learning Path as an optional path after employees are certified as a Service Tech and before they begin the Crew Chief Learning Path.



What Does a Win Look Like?

Our goal is to understand the effectiveness of the program in its current state and identify gaps in information, issues, or struggles experienced in the rollout of this pilot. Therefore, our success will be measured through the following:

- Weekly engagement throughout the pilot
- Effectiveness of training and mentorship of this new role
- Ability to have the right number of qualified people scheduled
- Quality of feedback received
- Identification of what does and does not work in the store environment

Expectations

Workflow Assistant Manager:

The Workflow Assistant Manager will lead this pilot. This includes supporting the Learning Experience, coaching and mentoring, ensuring Air Check Specialists are trained properly, and completing weekly surveys.

Air Check Specialist:

You will work your way through the Air Check Specialist Learning Path, execute air checks according to our Best Practices, and complete weekly surveys.

**Pilot
Timeframe**

The chart below provides a brief overview of the pilot timeframe. Further details for each week will be provided in the sections below.

Week	Dates	Start of Week	End of Week Goal	
1	7/11-7/15	Onboard Regional Staff (RVP, AVPs, RSQM)	AVPs select store	
	7/18-7/29	2-week gap for re-engagement and Tahoe		
2	8/1-8/5	Onboard store staff (Store Manager, Workflow Assistant Manager)	Select employees for Air Check Specialist role	
3	8/8-8/12	Onboarded selected Air Check Specialists	Begin the Learning Experience	
4 - 6	8/15-9/2	Selected Air Check Specialists work through the Learning Experience supported by the Workflow Assistant Manager	Selected Air Check Specialists complete the certification process (results may vary as dependent on execution/understanding by selected individuals)	
7 - 9	9/5-9/23	Air Check Specialists focus on executing air checks with support and guidance from the Workflow Assistant Manager	Collect feedback from Workflow Assistant Manager/Air Check Specialist Workflow Assistant Manager, RSQM, and AVPs complete observations	
10+	9/26-9/30	Pilot wrap-up		

Week 1

The Regional Staff participated in onboarding training and store selection.

Week 2

The Store Managers participated in onboarding training and Air Check Specialist selection.

**Week 3 (Air
Check
Specialist
Onboarding)**

The Store Manager and Workflow Assistant Manager will work together to onboard the employees selected for the Air Check Specialist role. This time should be used to establish the role and responsibility of each team member, communicate the concepts and goals of the pilot, and ensure understanding of expectations. These topics will also be supported by a series of videos released weekly.

Air Check Specialist Learning Path	The following training courses, documents, and videos are included in the Air Check Specialist Learning Path. <ul style="list-style-type: none"> • CES Sales Apprentice Orientation • Crew Chief Assembly Conditions • CES Phase 1 • CES Phase 2 • Store Mobility Gathering Air Check Data • Servicing TPMS • Air Check Experience • Two Person Air Check SQF Video • Air Check Best Practice • Air Check Experience Operational Best Practice • Air Check Specialist Certification
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Weeks 4-6 (Learning Experience)	Weeks 4-6 will be used by the Workflow Assistant Manager to train, coach, and mentor you through the completion of the Air Check Specialist Learning Path. <p>Three weeks have been allocated so that you can progress through the learning path in a way that allows you to understand the information provided in each course before continuing to the next. Throughout this process, we must ensure that everyone involved maintains a learning mindset so we can ensure true understanding of CES and the Air Check Experience expectations.</p>
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Below you will find our recommendation for the courses to complete the Air Check Specialist Learning Path broken down by week. Please note that this is only a suggestion and may change based on your scheduling, execution, and comprehension.

Week 4

- CES Sales Apprentice Orientation: This course provides you with a general understanding of what CES is and the mindset that is expected when interacting with customers.
- Crew Chief Assembly Conditions: This course provides you the names of the conditions and the recommended actions when they are found so you can react accordingly if you identify one while performing an Air Check.
- CES Phase 1: This course provides you the tools you need to create an inviting experience and build the relationship with the customer, from greeting them to understanding their true needs.

Week 5

- CES Phase 2: This course provides you with the tools you need to create an easy experience by educating and empowering the customer with the information they need to make informed and safe decisions.
- Store Mobility Gathering Air Check Data: This course teaches you how to use the mobility device to capture Air Check Data.
- Servicing TPMS: This course teaches you to service TPMS systems using the Bartec scanner.

Week 6

- Air Check Experience: This course ties all the information in the learning path together and teaches you how to execute the Air Check Experience.
- Two-Person Air Check Safety Quality Focused Video: This video shows you how to execute a two-person air check when there is a spike in demand.
- Air Check Best Practice
- Air Check Experience Operational Best Practice

Certification

While we expect the learners to be certified as an Air Check Specialist by the end of Week 6, this is not a requirement. We understand that the results may vary as they are dependent on scheduling, execution, and comprehension by the selected individuals.

**Weeks 7-9
(Execution)**

Once you are certified in the Air Check Specialist role, during Weeks 7–9 you should be scheduled for the air check role and be able to perform air checks unsupervised. Throughout this time, the Workflow Assistant Manager should continue to provide mentorship and coaching as needed.

**Week 10 (Pilot
Wrap-Up)**

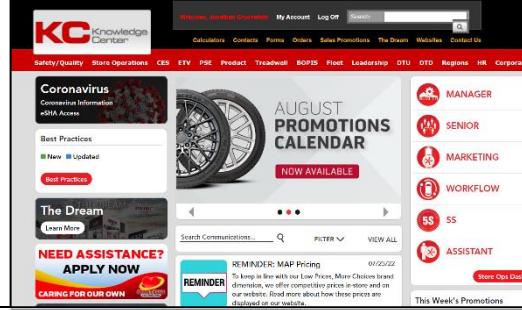
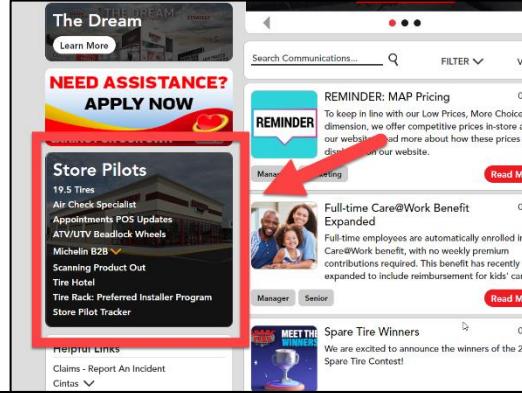
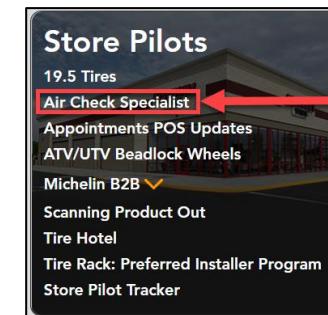
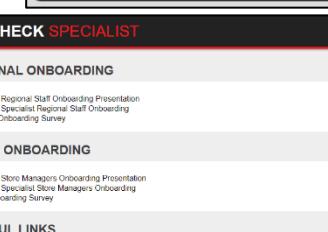
Week 10 will end the pilot.

This week will be used by the Regional Staff to facilitate a wrap-up meeting with the store to ask any additional questions, collect additional feedback, and communicate next steps.

(continued on next page)

Reference and Feedback

All information regarding the Air Check Specialist, weekly surveys, and feedback can be found on the pilot page on the KC. Follow these steps to find the page:

Step	Action
1	<p>Log into the KC.</p> 
2	<p>From the Store Operations home screen, scroll down to the Store Pilots section on the left side of the page.</p> 
3	<p>Click the Air Check Specialist link.</p>  <p>As previously mentioned, all information related to the pilot, weekly surveys, and the feedback submission button are all found on this page.</p> 

Questions

If you have any additional questions, talk to your Workflow Assistant Manager or Store Manager.