

Air Check Specialist Regional Staff Onboarding

Intent

The intent of this pilot is to understand the impacts of offering a role that introduces CES and Air Check Experience responsibilities earlier in Our Peoples' Career Path. This role is intended to provide added flexibility when scheduling the appropriate trained individuals in the air check area.

This pilot has been modeled after a concept the Arizona Regional Staff tested out early 2022.

Introduction

This document is designed to provide you with an overview of how to launch the Air Check Specialist role in your region. 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

Success **will not** be measured through metrics, such as an increase in units sold from the air check bay or the decrease in wait time. These are lagging indicators that we expect to improve but are not the primary focus of this pilot.

Expectations

Regional Staff:

The Regional Staff will be responsible for facilitating the onboarding of their store(s) in Week 2.

Each AVP should select the store to participate in the pilot.

RVP, AVPs, and RSQM will be expected to perform observations and check-ins periodically throughout the pilot. Understanding the workload and schedules of everyone involved, we ask that all parties work together to provide feedback throughout the pilot on a regular basis.

Store Manager:

The Store Manager will facilitate the selection and onboarding of the employees participating in the pilot, observe and mentor the Workflow Assistant Manager, schedule each employee in a way that supports the learning process, and verify that the training time scheduled is used appropriately.

**Expectations
(continued)**
Workflow Assistant Manager:

The Workflow Assistant Manager will lead this pilot starting in Week 3. This includes supporting the Learning Experience, coaching and mentoring, ensuring they are trained properly, and completing weekly surveys.

Air Check Specialist:

The employees selected for the Air Check Specialist role will work their way through the Learning Path, execute air checks according to our Best Practices, and complete weekly surveys.

Note: For the purposes of this pilot, our request is to select employees that have completed the Service Tech Learning Path but have not yet begun the Apprentice Tech training. This includes Service Techs, Crew Chiefs, and Service Coordinators. While we understand that there is a difference in knowledge between the roles, it does ensure that none of the selected individuals will have received any CES or sales training. This allows our pilot stores a bit more flexibility to work around staffing and scheduling to ensure they can participate in the pilot.

**Pilot
Timeframe**

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

Week	Dates	Start of Week	End of Week Goal	
1	7/11-7/15	Onboard Regional Staff (RVP, AVPs, RSQM)	AVPs select store based on criteria provided	
	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		

Note: There is a two-week gap between Week 1 and Week 2 due to the timing of the Tahoe event. This time should be utilized to further familiarize yourself with the air check expectations and develop your abilities to perform and observe the Air Check Experience.

Week 1 (Regional Staff Onboarding)	<p>In preparation for the Air Check Specialist rollout in your region, you should complete the following tasks in this order:</p> <ol style="list-style-type: none"> 1. Visit a store or stores as a customer to experience the current state of the Air Check Experience as our customers do. 2. Review the following training related to this role: <ol style="list-style-type: none"> a. Air Check Best Practice b. Air Check Experience c. Store Mobility Gathering Air Check Data d. Air Check Observation Checklist 3. Visit a store and perform the role of the Air Check Specialist. 4. Observe employees using the Air Check Observation Checklist.
Store Selection Criteria	<p>The next step is to identify and select a store that fulfils the following requirements:</p> <ul style="list-style-type: none"> • Properly staffed • Effective employee development and mentorship • High air check demand • Challenges scheduling the air check role appropriately • Multiple employees in roles below Apprentice Tech <p>Note: We recommend selecting two locations – a primary one as well as a second one functioning as a backup in case the primary is unable to continue participating in the pilot.</p> <p>At the end of Week 1, after the stores have been selected, each AVP will be asked to complete a survey.</p>
Week 2 (Store Onboarding)	<p>The Regional Staff will facilitate the onboarding of their stores virtually using a provided presentation and handout like what they received in Week 1. Project team members from Corporate will attend in a support role to answer any questions, capture action items, and support the discussion as needed.</p> <p>The Store Manager and Workflow Assistant Manager will be asked to complete the same activities the Regional Staff did in Week 1 and ensure the Air Check Environment is set up properly.</p>
Employee Selection Criteria	<p>The Store Manager and Workflow Assistant Manager will select the employees to take part in the Air Check Specialist role by the end of Week 2.</p> <p>It is recommended to select two or more employees that have completed the Service Tech Learning Path but have not started the Sales Apprentice training (this includes Service Techs, Crew Chiefs, and Service Coordinators) and demonstrate the following traits:</p> <ul style="list-style-type: none"> • Trustworthy • Friendly • Outgoing <p>At the end of Week 2, once the employees have been selected, the Store Manager will be asked to complete a survey providing the employees' names and IDs.</p>

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.

Note: The Air Check Specialist Learning Path will be assigned to the employees identified in the previous weeks survey.

Air Check Specialist Learning Path

The following training courses, documents, and videos are included in the Air Check Specialist Learning Path.

- 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

Scheduling Training

To support the learning experience, each employee selected for the Air Check Specialist role should be scheduled 3-4 hours per week starting in Week 3 and continuing until the Air Check Specialist Learning Path is completed.

To ensure effective learning, each trainee should be scheduled for a short period of training time of one hour or less. This allows them to complete a learning course and then immediately put what they learned into practice, while making sure they are not overloaded with information and tasks.

The Workflow Assistant Manager will take this time to work with the trainee to ensure they truly understand what they just learned. As a mentor, the Workflow Assistant Manager will need to demonstrate and speak to each topic effectively while utilizing all the tools available including checklists and development guides.

Weeks 4-6 (Learning Experience)

Weeks 4-6 will be used by the Workflow Assistant Manager to train, coach, and mentor the Air Check Specialists through the completion of the Air Check Specialist Learning Path.

Three weeks have been allocated so that the participants can progress through the learning path in a way that allows them 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.

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)

In Weeks 7-9, the Air Check Specialists 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 while the Regional Staff and Store Manager perform observations whenever possible.

**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.

**Unexpected
Experience
(Not for store
eyes)**

We would like to provide an incentive at the end of the pilot to support our most engaged stores. This incentive will allow the participating stores to have a party to thank their team for helping throughout this learning process.

Criteria for Incentive	Award
100% on-time completion of weekly surveys and observations.	\$500
100% completion of weekly surveys and observations.	\$400
99-75% completion of weekly surveys and observations.	\$350
74-50% completion of weekly surveys and observations.	\$300
Less than 49% completion of weekly surveys and observations.	\$100

**Reference
Information**

All information regarding the Air Check Specialist can be found on the pilot page on the KC.

**Feedback and
Questions**

If you have any additional feedback or questions, please submit them through the feedback section on the Air Check Specialist pilot page on the KC.