



This guide provides you with the framework for teaching each course to a new employee. It also offers recommendations on timing and practice reps.

Each DTU course follows a similar path to certification:

- **Course Completion** - Engage with and learn foundational concepts in the learning module.
- **Discussion** - Discuss critical Safety and Quality components of the process.
- **Demonstration** – Trainer demonstrates proper techniques to the employee.
- **Practice Activities** - Provide the employee with enough practice reps to create proficiency.
- **Certification** - Provide the employee with a final observation to confirm their expertise in a process or area.

Use this guide to plan the development of an employee in the Crew Chief Program:

Course Name	Estimated Module Time	# of Demon-strations	# of Practice Activities	Requirements for Certification
Pulling Stock	10 Minutes	6	6	<input type="checkbox"/> Acknowledgement <input type="checkbox"/> Observation
Pulling Vehicles In	15 Minutes	7	1	<input type="checkbox"/> eLearning <input type="checkbox"/> Acknowledgement <input type="checkbox"/> Observation
Customers Pulling Vehicles In	15 Minutes	1	2	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment
Raising the Vehicle	10 Minutes	8	8	<input type="checkbox"/> eLearning <input type="checkbox"/> Acknowledgement <input type="checkbox"/> Observation
Assembly Conditions for Crew Chief	15 Minutes	0	0	<input type="checkbox"/> eLearning <input type="checkbox"/> Assessment
Servicing TPMS	30 Minutes	3	4	<input type="checkbox"/> eLearning
Service Area Workflow Intermediate	20 Minutes	4	4	<input type="checkbox"/> eLearning <input type="checkbox"/> Observation
Fitment Basics	30 Minutes	5	4	<input type="checkbox"/> eLearning
Get the Numbers	15 Minutes	1	1	<input type="checkbox"/> eLearning
Self Trust	15 Minutes	N/A	N/A	<input type="checkbox"/> eLearning