DISCOUNT TIRE
MANAGEMENT SYSTEM

## Service Coordinator "GO SEE" Daily Audits

Store #: _____     Date: _____

| Audit | Intent | Action(s) | Notes |
|---|---|---|---|
| **Assembly Inspections**<br><br>(Support 5S Assistant Manager) | **Increasing the safety of our customers by recommending replacement tires or kits for lug nuts that cannot be removed if stranded.** | ☐ Use the **Assembly Inspections Observation Checklist** to audit the execution and evaluate the customer experience<br><br>☐ Observe the **OE Replacement Lugs Operational Best Practice** to audit execution and evaluate the customer experience | |
| **Secondary Inspections**<br><br>(Support Workflow Assistant Manager) | **Identifying any potential issues or opportunities that may not have been discovered during the VTV.** | ☐ Use page 2 of the **Task Timing Checklist** to evaluate the Crew Chief's execution of secondary inspections | |
| **Wiper Blades**<br><br>(Support Marketing Assistant Manager) | **Offering an additional measure of safety for our customers by inspecting wiper blades and sharing what we learn to improve the value we provide.** | ☐ Observe the **Wiper Blades Operational Best Practice** to audit execution and evaluate the customer experience | |