

Regional Business Review Worksheet

Name:

Region/Stores:

Date:

Leader:

SQDC SCORECARD

Composite Score:

SAFETY		QUALITY		DELIVERY		COST	
Color:	Safety Score <input type="text"/>	Color:	Quality Score <input type="text"/>	Color:	Delivery Score <input type="text"/>	Color:	Cost Score <input type="text"/>

SAFETY

TRIR Score <input type="text"/>	TRIR Cases <input type="text"/>	DART Score <input type="text"/>	DART Cases <input type="text"/>	Engagement Score <input type="text"/>	Engagement % <input type="text"/>	Observations Score <input type="text"/>	Observations Completed <input type="text"/>
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QUALITY

GK GL Count Score <input type="text"/>	GK GL Count <input type="text"/>	Certification Score <input type="text"/>	Certification Level % <input type="text"/>	RFS Score <input type="text"/>	RFS % <input type="text"/>	CDI Trusted Expert Score <input type="text"/>	CDI Trusted Expert % <input type="text"/>
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DELIVERY

Bay Time Score <input type="text"/>	Bay Time <input type="text"/>	Wait Time Score <input type="text"/>	Wait Time <input type="text"/>	Demand Coverage Score <input type="text"/>	Demand Coverage % <input type="text"/>	CDI Total Time Score <input type="text"/>	CDI Total Time % <input type="text"/>
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COST

GK GL Cost Score <input type="text"/>	GK GL Cost \$ <input type="text"/>	Turnover Score <input type="text"/>	90 Day PT Turnover % <input type="text"/>	Tenure Score <input type="text"/>	Median PT Tenure <input type="text"/>	Store Paid Score <input type="text"/>	Store Paid \$ <input type="text"/>
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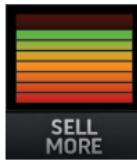
Key: Safety = Red (0 - 4) Yellow (4.1 – 8) Green (8.1 – 10) / Quality, Delivery, Cost = Red (0 – 3.3) Yellow (3.4 – 6.6) Green (6.7 – 10)

Business Review Worksheet

Region/Stores:

Date:

Gauge	Month:
 <p>SQDC</p> <p>Where to look:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Certification <input type="checkbox"/> Scheduling <input checked="" type="checkbox"/> PT Tenure, 90 Day TO <p>Secondary Drivers <input type="checkbox"/></p> <p>Best Practice & Visual Standards <input type="checkbox"/></p> <p>Workforce Management</p> <p>Best Practice & Visual Standards <input type="checkbox"/></p> <p>Standards/Targets</p> <ul style="list-style-type: none"> - Certification 60% SC - Schedule to Demand 100-102% - Turnover not to exceed 80% - Tenure 10 months min 	<p>SQDC Primary Drivers</p> <p>Certification: SC & Higher Certification _____ %</p> <p>Schedule to Demand: Score _____ AM _____ % PM _____ % Overall _____ %</p> <p>PT Tenure: # of Days _____</p> <p>90 Day T/O: _____ %</p> <p>SQDC Secondary Drivers</p> <p>CREW Time Execution Standards: 6 Week AVG Sched/Demand _____ %</p> <p>Workforce Management Primary Drivers</p> <p>Training: # Overdue Programs: Overall: _____</p> <p># TR: _____ # ST: _____ # CC: _____ # SC: _____ # AT: _____</p> <p>Tech 12 Rolling TO: _____ % +/- YOY Diff _____ % Total Terms _____</p> <p>SQDC Primary Drivers</p> <p>Schedule to Demand: (See above)</p> <p>SQDC Secondary Drivers</p> <p>Salesperson CDI: TECDI _____ % +/- _____ %</p> <p>Accurate Wait Times Primary Drivers</p> <p>QAWT: Yes _____ % Wasn't Quoted _____ % No _____ %</p> <p>Accurate Wait Times Secondary Drivers</p> <p>QAWT by Lowest: _____</p> <p>Journey Tracker (reporting updates in progress)</p> <p>BOPIS/Web/Appts Primary Drivers</p> <p>BOPIS CDI: RCDI _____ % +/- Diff _____ %</p> <p>BOPIS/Web/Appts Secondary Drivers</p> <p>Planned vs Unplanned: Appt _____ % No Appt _____ %</p> <p>Store Appt _____ % Web Appt _____ %</p> <p>Appointments/Next in Bay: MTD _____ YTD _____</p> <p>InMoment Reporting: APPT Yes RCDI _____ % No RCDI _____ %</p> <p>Monthly PO Report: Day Diff _____ Ref _____ % Email _____ %</p>
 <p>SQDC</p> <p>Where to look:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Scheduling <p>Secondary Drivers <input type="checkbox"/></p> <p>Best Practice & Visual Standards <input type="checkbox"/></p> <p>Accurate Wait Times</p> <p>Secondary Drivers <input type="checkbox"/></p> <p>Best Practice & Visual Standards <input type="checkbox"/></p> <p>BOPIS/Web/Appts</p> <p>Secondary Drivers <input type="checkbox"/></p> <p>Best Practice & Visual Standards <input type="checkbox"/></p> <p>Standards/Targets</p> <ul style="list-style-type: none"> - Scheduling to Demand 100-102% - QAWT 80% min - BOPIS CDI 85% min 	



Tires +/- _____
Wheels +/- _____
Total +/- _____

Customer Demand

Secondary Drivers
Best Practice & Visual Standards

UPI/UPUI

Secondary Drivers
Best Practice & Visual Standards

Standards/Targets

- VTV/Air Check usage 80%
- Call Conversion 52% min
- Fleet Apps 2 per week



AUR \$ _____
+/- \$ _____
PPU \$ _____
+/- \$ _____

Treadwell Conversion

Secondary Drivers
Best Practice & Visual Standards

Good/Better/Best

Secondary Drivers
Best Practice & Visual Standards

Certificates

Best Practice & Visual Standards

Products/Services

Best Practice & Visual Standards

Standards/Targets

- Certificates 2% increase
- Wiper Blades 20% min
- OE Lugs 3 kits per day

Customer Demand Primary Drivers

Demand/Day: Total _____ +/- _____ Unit Inv _____ %

Customer Demand Secondary Drivers

VTV Dashboard: VTV Usage _____ % VTV 4/32 Conv _____ % Email Capture _____

Air Check: VTV Usage _____ % Air Check 4/32 Conv _____ % Mobile Capture _____

Call Conversion Rate: Phone Conv _____ % +/- _____ % Missed Calls _____ %

Discount Tire Card Report/App Target: MTD +/- Target _____ YTD +/- Target _____

Layaway and Quotes: # with \$0 _____ # no activity for 30 days _____

Fleet Dashboard: Apps per week _____

UPI/UPUI Primary Drivers

UPI: _____ +/- _____ **UPUI:** _____ +/- _____

UPI/UPUI Secondary Drivers

1,2,4 Tire Invoices: (click Details, then select Total Invoices tab)

1 _____ % +/- _____ % 2 _____ % +/- _____ % 4 _____ % +/- _____ %

Wheel Participation Report: (1 Wheel) MTD _____ % (4 Wheels) MTD _____ %

Treadwell Conversion Primary Drivers

Treadwell Conversion: _____ % +/- _____ %

Treadwell by Lowest: _____ _____ _____ _____ _____ _____

Treadwell Conversion Secondary Drivers

Treadwell Personas: Rural and City Store _____ % vs Web _____ %

Tire Comparison Freq _____ % +/- _____ %

(Daily Driver % diff between Store and Web)

Price Adjustments: Total Deviation Per Unit \$ _____

Good/Better/Best Drivers

G/B/B: G _____ % +/- _____ B _____ % +/- _____ B _____ % +/- _____

Good/Better/Best Secondary Drivers

Capture Rate Report: Capture Rate _____ %

Certificates Primary Drivers

Certificates: _____ % +/- _____ %

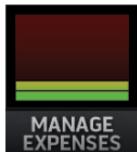
Products/Services Primary Driver

Products/Services Secondary Drivers

Wiper Blades: _____ %

OE Lugs: OE Kits Sold QTY per day _____

Wheel Alignments: TBD



Labor Efficiency

+/- _____

SQDC

Where to look:
 GK/GL

Secondary Drivers

Best Practice &
Visual Standards

IPLH

Secondary Drivers

Best Practice &
Visual Standards

Managing Inventory

Best Practice &
Visual Standards

Standards/Targets

- Scanned Invoices 100%
- Inventory Variance 2%

SQDC Primary Drivers

GK/GL: Cost \$ _____ Store Paid \$ _____

SQDC Secondary Drivers

CDI > 45 min: _____ % +/ - _____ %

IPLH Primary Drivers

IPLH: _____ +/ - _____

IPLH Secondary Drivers

Workflow Perf Reporting: Bay Time _____ Wait Time _____ Time CDI _____

Managing Inventory Drivers

Managing Inventory Secondary Drivers

Inventory Scan Out: Avg of % Complete _____ %

Inventory Variance: Last Full Inv. Var. _____ %

Managing Excess Inventory: Non Y _____ % +/ - _____ % # Units >12 mo old _____

Record progress from previous month:

See CTA form on next page

Regional Business Review (CTA)

SVP/RVP/AVP:

Region(s)/Stores:

Date:

Leader:

Follow-up Date:

Use open text fields to enter any additional Drivers and metrics. Select green, yellow, or red for each gauge.

Happy Employees	Happy Customers	Sell More	Sell Better	Manage Expenses
Drivers	Drivers	Drivers	Drivers	Drivers
		Tires +/- Wheels +/- Total +/-	AUR \$ AUR +/- \$ PPU \$ PPU +/- \$	Labor Eff Labor Eff +/-

SALES Gauge:

From:

To:

By:

Primary &
Secondary Drivers:

Brand Dimension &
Specific BD Action:

Best Practice &
Specific BP Action:

Who:

How Often:

SERVICE Gauge:

From:

To:

By:

Primary &
Secondary Drivers:

Brand Dimension &
Specific BD Action:

Best Practice &
Specific BP Action:

Who:

How Often:

LEADERSHIP Focus (specific action/behavior area of opportunity this month):

AUDIT Actions: