



## Regional Business Review Worksheet

Name:

Region/Stores:

Date:

Leader:

### SQDC SCORECARD

Composite Score:

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

#### SAFETY

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

#### QUALITY

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

#### DELIVERY

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

#### COST

GK GL Cost Score	GK GL Cost	Turnover Score	90 Day PT Turnover %	Tenure Score	Median PT Tenure	Store Paid Score	Store Paid
<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	\$ <input type="text"/>

**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:



#### SQDC

Where to look:

☐ Certification

☐ Scheduling

☐ PT Tenure, 90 Day TO

Secondary Drivers ☐

Best Practice &

Visual Standards ☐

#### Workforce Management

Best Practice &

Visual Standards ☐

#### Standards/Targets

- Certification 60% SC
- Schedule to Demand 100-102%
- Turnover not to exceed 80%
- Tenure 10 months min

### SQDC Primary Drivers

Certification: SC & Higher Certification \_\_\_\_\_%

Schedule to Demand: Score \_\_\_\_\_ AM \_\_\_\_\_% PM \_\_\_\_\_% Overall \_\_\_\_\_%

PT Tenure: # of Days \_\_\_\_\_

90 Day T/O: \_\_\_\_\_%

#### SQDC Secondary Drivers

CREW Time Execution Standards: 6 Week AVG Sched/Demand \_\_\_\_\_%

### Workforce Management Primary Drivers

Training: # Overdue Programs: Overall: \_\_\_\_\_

# TR: \_\_\_\_\_ # ST: \_\_\_\_\_ # CC: \_\_\_\_\_ # SC: \_\_\_\_\_ # AT: \_\_\_\_\_

Tech 12 Rolling TO: \_\_\_\_\_% +/- YOY Diff \_\_\_\_\_% Total Terms \_\_\_\_\_

### SQDC Primary Drivers

Schedule to Demand: (See above)

#### SQDC Secondary Drivers

Salesperson CDI: TECDI \_\_\_\_\_% +/- \_\_\_\_\_%

### Accurate Wait Times Primary Drivers

QAWT: Yes \_\_\_\_\_% Wasn't Quoted \_\_\_\_\_% No \_\_\_\_\_%

#### Accurate Wait Times Secondary Drivers

QAWT by Lowest: \_\_\_\_\_

Journey Tracker (reporting updates in progress)

### BOPIS/Web/Appts Primary Drivers

BOPIS CDI: RCDI \_\_\_\_\_% +/- Diff \_\_\_\_\_%

#### BOPIS/Web/Appts Secondary Drivers

Planned vs Unplanned: Appt \_\_\_\_\_% No Appt \_\_\_\_\_%

Store Appt \_\_\_\_\_% Web Appt \_\_\_\_\_%

Appointments/Next in Bay: MTD \_\_\_\_\_ YTD \_\_\_\_\_

InMoment Reporting: APPT Yes RCDI \_\_\_\_\_% No RCDI \_\_\_\_\_%

Monthly PO Report: Day Diff \_\_\_\_\_ Ref \_\_\_\_\_% Email \_\_\_\_\_%



#### Recommend Delight

\_\_\_\_\_%

+/- \_\_\_\_\_%

#### SQDC

Where to look:

☐ Scheduling

Secondary Drivers ☐

Best Practice &

Visual Standards ☐

#### Accurate Wait Times

Secondary Drivers ☐

Best Practice &

Visual Standards ☐

#### BOPIS/Web/Appts

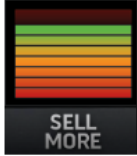
Secondary Drivers ☐

Best Practice &

Visual Standards ☐

#### Standards/Targets


- 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

### 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 \_\_\_\_\_%



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

### 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:** \_\_\_\_\_% +/- \_\_\_\_\_%

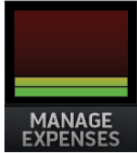
### Products/Services Primary Driver

#### 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
	RCDI %	Tires +/-	AUR \$	Labor Eff
	RCDI +/-	Wheels +/-	AUR +/- \$	Labor Eff +/-
		Total +/-	PPU \$	
			PPU +/- \$	

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: