

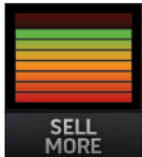



Service Coordinator Business Review Worksheet

Store #: _____ Name: _____ Date: _____

Gauge	Month:
 <p style="color: red; text-align: center; font-weight: bold;">SQDC</p> <p>Where to look:</p> <p>■ Turnover, Tenure Scores</p>	<div style="background-color: black; color: white; padding: 5px; margin-bottom: 10px;">SQDC Primary Drivers</div> <p>90 Day T/O: _____ %</p> <p>PT Tenure: # of Days _____</p>
 <p style="color: red; text-align: center; font-weight: bold;">SQDC</p> <p>Where to look:</p> <p>■ CDI Total Wait Time/Score</p> <p>■ Bay Time/Score, Wait Time/Score</p> <p>Best Practice & Visual Standards ■</p>	<div style="background-color: black; color: white; padding: 5px; margin-bottom: 10px;">SQDC Primary Drivers</div> <p>CDI Total Time: Score _____ Rate _____ %</p> <p>Bay Time: Score _____ Bay Time _____</p> <p>Wait Time: Score _____ Wait Time _____</p>
 <p style="color: red; text-align: center; font-weight: bold;">UPI/UPUI</p> <p>Best Practice & Visual Standards ■</p>	<div style="background-color: black; color: white; padding: 5px; margin-bottom: 10px;">UPI/UPUI Primary Drivers</div> <p>UPI: _____ +/- _____ UPUI: _____ +/- _____</p>
 <p style="color: red; text-align: center; font-weight: bold;">Products/Services</p> <p>Best Practice & Visual Standards ■</p>	<div style="background-color: black; color: white; padding: 5px; margin-bottom: 10px;">Products/Services Drivers</div> <div style="background-color: black; color: white; padding: 5px; margin-bottom: 10px; text-align: center;"><u>Products/Services Secondary Drivers</u></div> <p>Wiper Blades: _____ %</p> <p>OE Lugs: OE Kits Sold QTY per Business Day _____</p>