

Workflow Business Review Worksheet

Store #: _____

Name: _____

Date: _____

| Gauge | Month: |
|---|---|
|  <p>SQDC Where to look: <input checked="" type="checkbox"/> TRIR, DART <input type="checkbox"/> Bench Depth Best Practice & Visual Standards +</p> | <p>SQDC Primary Drivers</p> <p>TRIR: Score _____ Cases _____</p> <p>DART: Score _____ Cases _____</p> <p>Bench Depth: SC & Higher Certification _____ %</p> |
|  <p>SQDC Where to look: <input type="checkbox"/> RFS, GK/GL <input checked="" type="checkbox"/> Wait Time, Bay Time Secondary Drivers + Best Practice & Visual Standards +</p> | <p>SQDC Primary Drivers</p> <p>Return For Service: Score _____ RFS _____ %</p> <p>GK/GL: Score _____ Rate _____</p> <p>Wait Time: Score _____ Wait Time _____</p> <p>Bay Time: Score _____ Bay Time _____</p> <p>SQDC Secondary Drivers</p> <p>Return for Service Report: Rebalance _____ % Repair _____ % Total _____ %</p> |
|  <p>Customer Demand Secondary Drivers + Best Practice & Visual Standards + UPI/UPUI Best Practice & Visual Standards +</p> | <p>Customer Demand Primary Drivers</p> <p>Demand/Day: Total _____ +/- _____ % +/- _____</p> <p>Customer Demand Secondary Drivers</p> <p>Air Check: VTV Usage _____ % Air Check 4/32 Conv _____ % Mobile Capture _____</p> <p>UPI/UPUI Primary Drivers</p> <p>UPI: _____ +/- _____ UPUI: _____ +/- _____</p> |
|  <p>Capture Rate Report Secondary Drivers + Best Practice & Visual Standards +</p> | <p>Capture Rate Report Primary Drivers</p> <p>Total Adjustments At POS _____ Capture Rate _____ %</p> <p>Returnable Rate _____ RTW Rate _____ RTV Rate _____</p> <p>Capture Rate Report Secondary Drivers</p> <p>Capture Rate Detail:</p> |

| | |
|---|---|
|  <p>SQDC MANAGE EXPENSES</p> <p>Where to look: <input checked="" type="checkbox"/> GK/GL</p> <p>Secondary Drivers <input type="button" value="⊕"/></p> <p>Best Practice & Visual Standards <input type="button" value="⊕"/></p> <p>IPLH</p> <p>Secondary Drivers <input type="button" value="⊕"/></p> <p>Best Practice & Visual Standards <input type="button" value="⊕"/></p> <p>Managing Inventory</p> <p>Best Practice & Visual Standards <input type="button" value="⊕"/></p> <p>Standards/Targets – Scanned Invoices 100%</p> | <p>SQDC Primary Drivers</p> <p>GK/GL: Score _____ Rate _____</p> <p>SQDC Secondary Drivers</p> <p>CDI > 45 min: Score _____ % +/- _____</p> <p>IPLH Primary Drivers</p> <p>IPLH: Score _____ +/- _____</p> <p>IPLH Secondary Drivers</p> <p>Workflow Performance Reporting: Time CDI _____ % +/- _____</p> <p>Bay Time: R&B _____ Repair _____ Wait Time: R&B _____ Repair _____</p> <p>Managing Inventory Drivers</p> <p>Managing Inventory Secondary Drivers</p> <p>Inventory Scan Out: Avg of % Complete _____ %</p> |
|---|---|

Record progress from previous month: