

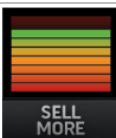

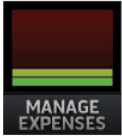


Workflow Business Review Worksheet

Store #: _____ Name: _____ Date: _____

Gauge	Month:
 <p style="color: red; font-weight: bold;">SQDC</p> <p>Where to look:</p> <ul style="list-style-type: none"> S TRIR, DART B Bench Depth <p>Best Practice & Visual Standards □</p>	<div style="background-color: black; color: white; padding: 2px 5px;">SQDC Primary Drivers</div> <p>TRIR: Score _____ Cases _____</p> <p>DART: Score _____ Cases _____</p> <p>Bench Depth: SC & Higher Certification _____%</p>
 <p style="color: red; font-weight: bold;">SQDC</p> <p>Where to look:</p> <ul style="list-style-type: none"> B RFS, GK/GL W Wait Time, Bay Time <p>Secondary Drivers □</p> <p>Best Practice & Visual Standards □</p>	<div style="background-color: black; color: white; padding: 2px 5px;">SQDC Primary Drivers</div> <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> <div style="background-color: black; color: white; padding: 2px 5px; margin-top: 10px;">SQDC Secondary Drivers</div> <p>Return for Service Report: Rebalance _____% Repair _____% Total _____%</p>
 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Tires +/- _____</p> <p>Wheels +/- _____</p> <p>Total +/- _____</p> </div> <p style="color: red; font-weight: bold;">Customer Demand</p> <p>Secondary Drivers □</p> <p>Best Practice & Visual Standards □</p> <p style="color: red; font-weight: bold;">UPI/UPUI</p> <p>Best Practice & Visual Standards □</p>	<div style="background-color: black; color: white; padding: 2px 5px;">Customer Demand Primary Drivers</div> <p>Demand/Day: Total _____ +/- _____ % +/- _____</p> <div style="background-color: black; color: white; padding: 2px 5px; margin-top: 10px;">Customer Demand Secondary Drivers</div> <p>Air Check: VTV Usage _____% Air Check 4/32 Conv _____% Mobile Capture _____</p> <div style="background-color: black; color: white; padding: 2px 5px; margin-top: 10px;">UPI/UPUI Primary Drivers</div> <p>UPI: _____ +/- _____ UPUI: _____ +/- _____</p>
 <p style="color: red; font-weight: bold;">Capture Rate Report</p> <p>Secondary Drivers □</p> <p>Best Practice & Visual Standards □</p>	<div style="background-color: black; color: white; padding: 2px 5px;">Capture Rate Report Primary Drivers</div> <p>Total Adjustments At POS _____ Capture Rate _____%</p> <p>Returnable Rate _____ RTW Rate _____ RTV Rate _____</p> <div style="background-color: black; color: white; padding: 2px 5px; margin-top: 10px;">Capture Rate Report Secondary Drivers</div> <p>Capture Rate Detail:</p>



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%

SQDC Primary Drivers

GK/GL: Score _____ Rate _____

SQDC Secondary Drivers

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

IPLH Primary Drivers

IPLH: Score _____ +/- _____

IPLH Secondary Drivers

Workflow Performance Reporting: Time CDI _____ % +/- _____

Bay Time: R&B _____ Repair _____ Wait Time: R&B _____ Repair _____

Managing Inventory Drivers

Managing Inventory Secondary Drivers

Inventory Scan Out: Avg of % Complete _____ %

Record progress from previous month: