DISCOUNT TIRE MANAGEMENT SYSTEM

PRINT

Store Business Review Worksheet

Manager: **Store #:** **Date:**

AVP/VP:

SQDC SCORECARD

Composite Score:

SAFETY	QUALITY	DELIVERY	COST
Color: Select — Safety Score	Color: Select — Quality Score	Color: Select — Delivery Score	Color: Select — Cost Score

SAFETY

TRIR Score	TRIR Cases	DART Score	DART Cases	Engagement Score	Engagement %	Observations Score	Observations Completed

QUALITY

GK GL Count Score	GK GL Count	Certification Score	Certification Level %	RFS Score	RFS %	CDI Trusted Expert Score	CDI Trusted Expert %

DELIVERY

Bay Time Score	Bay Time	Wait Time Score	Wait Time	Demand Coverage Score	Demand Coverage %	CDI Total Time Score	CDI Total Time %

COST

GK GL Cost Score	GK GL Cost	Turnover Score	90 Day PT Turnover %	Tenure Score	Median PT Tenure	Store Paid Score	Store Paid
	$						$

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)

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DISCOUNT TIRE
MANAGEMENT SYSTEM

Store Business Review Worksheet

Store: **Date:**

Gauge	Month:

SQDC

Where to look:
- C Certification
- D Scheduling
- C 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 _____

Recommend Delight

_____%

+/- _____%

SQDC

Where to look:
- D 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**

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 _____%

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DISCOUNT TIRE
MANAGEMENT SYSTEM

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*

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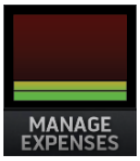

Labor Efficiency

_____

+/- _____

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

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Store Business Review (CTA)

PRINT

Manager: **Store #:** **Date:**

AVP/VP: **AVP Follow-up Date:**

Use open text fields to enter any additional key 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 +/- $	

SENIOR Owners(s): Gauge: **Select** From: To: By:

Primary & Secondary Drivers:

Brand Dimension & Specific BD Action:

Best Practice & Specific BP Action:

Who:

How Often:

MARKETING Owners(s): Gauge: **Select** From: To: By:

Primary & Secondary Drivers:

Brand Dimension & Specific BD Action:

Best Practice & Specific BP Action:

Who:

How Often:

WORKFLOW Owners(s): Gauge: **Select** From: To: By:

Primary & Secondary Drivers:

Brand Dimension & Specific BD Action:

Best Practice & Specific BP Action:

Who:

How Often:

5S / ASST Owners(s): Gauge: **Select** From: To: By:

Primary & Secondary Drivers:

Brand Dimension & Specific BD Action:

Best Practice & Specific BP Action:

Who:

How Often:

Manager Commitment: (Follow up frequency, modeling, teaching, and coaching to improve execution and change the outcome, reviewing results with the AORs, AVP support needed, etc.)

AVP Audit Actions:

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