

## 5S “GO SEE” Daily Audits

Store #: \_\_\_\_\_

Date: \_\_\_\_\_

Audit	Intent	Action(s)	Notes
<b>Store Business Review (CTA)</b> “Win the Month” and <b>LEAD</b> “Win the Year”	Asking questions to learn about how our actions supported the Strategy and improved execution and the outcome.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review the <b>current CTA</b> to make sure commitments support the store's execution of selected gauge(s) for the month</li> <li><input type="checkbox"/> Follow the audit outlined on page 3 of the <a href="#">DTMS Activation Exercise</a></li> <li><input type="checkbox"/> Monitor your <a href="#">LEAD game</a> to make sure commitments are consistently aligned to WIGs and LEAD measures</li> </ul>	
<b>Mentorship</b>	Developing Service Techs by training, coaching, mentoring, and observing them.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follow the <a href="#">Service Tech Mentorship Guide</a> to develop an employee in the Service Tech Program</li> </ul> <p style="text-align: center;"><b>Standard/Target: Turnover not to exceed 80%</b></p>	
<b>Workflow Execution</b>	Ensuring Workflow Plays are running as scheduled.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Use the <a href="#">Flow of Tasks Observation Checklist</a> to evaluate overall workflow execution</li> <li><input type="checkbox"/> Use the <a href="#">Task Timing Checklist</a> to evaluate workflow execution by role</li> </ul> <p style="text-align: center;"><b>Standard/Target: Bay Time 16 minutes, Wait Time 38 minutes, CDI 90%</b></p>	
<b>Air Checks</b>	Keeping our customers safe delivering our CES/Air Check strategy following Best Practices using the Mobility Device.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Use the <a href="#">Air Check Observation Checklist</a> to audit execution and the customer experience</li> </ul> <p style="text-align: center;"><b>Standard/Target: Increase VTV/Air Checks capture usage to 80%</b></p>	
<b>Assembly Inspections</b>	Increasing the safety of our customers by recommending replacement tires or kits for lug nuts that cannot be removed if stranded.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Use the <a href="#">Assembly Inspections Observation Checklist</a> to audit the execution and evaluate the customer experience</li> </ul> <p style="text-align: center;"><b>Standard/Target: 3 Units and 3 OE Lug Nut Replacement Kits per store, per day</b></p>	