

5S "GO SEE" Daily Audits

Store #: _____

Date: _____

Audit	Intent	Action(s)	Notes
Store Business Review (CTA) <i>"Win the Month"</i> and LEAD <i>"Win the Year"</i>	Asking questions to learn about how our actions supported the Strategy and improved execution and the outcome.	<input type="checkbox"/> Review the current CTA to make sure commitments support the store's execution of selected gauge(s) for the month <input type="checkbox"/> Follow the audit outlined on page 3 of the DTMS Activation Exercise <input type="checkbox"/> Monitor your LEAD game to make sure commitments are consistently aligned to WIGs and LEAD measures	
Mentorship	Developing Service Techs by training, coaching, mentoring, and observing them.	<input type="checkbox"/> Follow the Service Tech Mentorship Guide to develop an employee in the Service Tech Program Standard/Target: Turnover not to exceed 80%	
Workflow Execution	Ensuring Workflow Plays are running as scheduled.	<input type="checkbox"/> Use the Flow of Tasks Observation Checklist to evaluate overall workflow execution <input type="checkbox"/> Use the Task Timing Checklist to evaluate workflow execution by role Standard/Target: Bay Time 16 minutes, Wait Time 38 minutes, CDI 90%	
Air Checks	Keeping our customers safe delivering our CES/Air Check strategy following Best Practices using the Mobility Device.	<input type="checkbox"/> Use the Air Check Observation Checklist to audit execution and the customer experience Standard/Target: Increase VTV/Air Checks capture usage to 80%	
Assembly Inspections	Increasing the safety of our customers by recommending replacement tires or kits for lug nuts that cannot be removed if stranded.	<input type="checkbox"/> Use the Assembly Inspections Observation Checklist to audit the execution and evaluate the customer experience Standard/Target: 3 Units and 3 OE Lug Nut Replacement Kits per store, per day	