

## Workflow “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”	<b>Asking questions to learn about how our actions supported the Strategy and improved execution and the outcome.</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review the <a href="#">current CTA</a> 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>	<b>Develop Service Coordinators and Crew Chiefs by observing, teaching, coaching, and mentoring them.</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Follow the <a href="#">Service Coordinator Mentorship Guide</a> and <a href="#">Crew Chief Mentorship Guide</a> to develop an employee in the Service Coordinator and Crew Chief Programs.</li> </ul> <p><b>Standard/Target:</b> 50% of Tire Tech Staff Certified as Service Coordinator and above</p>	
<b>Workflow Execution</b>	<b>Enhancing the service area to deliver Safety and Quality First in Delivering an On-time Experience (SQDC).</b>	<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> <li><input type="checkbox"/> Use the <a href="#">Workflow Accountability Checklist</a> to ensure completion of the requirements each day</li> </ul> <p><b>Standard/Target:</b> Bay Time 16 minutes, Wait Time 38 minutes, CDI 90%</p>	
<b>Air Check Staffing and Execution</b>	<b>Keeping our customers safe delivering our CES/Air Check strategy following Best Practices using the Mobility Device.</b>	<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><b>Standard/Target:</b> Increase VTV/Air Checks capture usage to 80%</p>	
<b>Secondary Inspections</b>	<b>Identifying any potential issues or opportunities that may not have been discovered during the VTV.</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Use page 2 of the <a href="#">Task Timing Checklist</a> to evaluate the Crew Chief's execution of secondary inspections</li> </ul> <p><b>Standard/Target:</b> 3 Units and 3 OE Lug Nut Replacement Kits per store, per day</p>	