

Workflow "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	Develop Service Coordinators and Crew Chiefs by observing, teaching, coaching, and mentoring them.	<input type="checkbox"/> Follow the Service Coordinator Mentorship Guide and Crew Chief Mentorship Guide to develop an employee in the Service Coordinator and Crew Chief Programs. Standard/Target: 50% of Tire Tech Staff Certified as Service Coordinator and above	
Workflow Execution	Enhancing the service area to deliver Safety and Quality First in Delivering an On-time Experience (SQDC).	<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 <input type="checkbox"/> Use the Workflow Accountability Checklist to ensure completion of the requirements each day Standard/Target: Bay Time 16 minutes, Wait Time 38 minutes, CDI 90%	
Air Check Staffing and Execution	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%	
Secondary Inspections	Identifying any potential issues or opportunities that may not have been discovered during the VTV.	<input type="checkbox"/> Use page 2 of the Task Timing Checklist to evaluate the Crew Chief's execution of secondary inspections Standard/Target: 3 Units and 3 OE Lug Nut Replacement Kits per store, per day	