

Service Tech Timeline

Service Tech Program							Screen	Hands On	Review Time	In Role	Lunch	Observation Required (Y/N)	eLearning	Demos & Practice	Lunch	Review Time	Practice in Role			
Day 1 - Service Tech													Day 1							
													1	2	3	4	4.5	5.5	6.5	7
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Service Tech Introduction	0:15			0:15			N													
Working Around Moving Vehicles	0:15	0:30					Y													
Assembly Inspection ST	0:15	0:15					Y													
Removing the Assembly	0:15	1:45			0:30		Y													
Changing Tires	0:15	2:30					Y													
End of Day Touchpoint				0:15			N													
							7:00	1:15	5:00	0:45	0:00	0:30								
Day 2 - Service Tech													Day 2							
													8	9	10	11	11.5	12.5	13.5	14
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
TPMS Rebuild & Installation	0:30	1:30					Y													
Inflating Tires	0:45	1:00			0:30		Y													
Supervised Practice in Role					2:45		N													
End of Day Touchpoint				0:15			N													
							7:00	1:15	2:30	0:30	2:45	0:30								
Day 3 - Service Tech													Day 3							
													15	16	17	18	18.5	19.5	20.5	21
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Supervised Practice in Role					6:30	0:30	N													
End of Day Touchpoint				0:15			N													
							7:00	0:00	0:00	0:30	6:30	0:30								
Day 4 - Service Tech													Day 4							
													22	23	24	25	25.5	26.5	27.5	28
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Supervised Practice in Role					6:30	0:30	N													
End of Day Touchpoint				0:15			N													
							7:00	0:00	0:00	0:30	6:30	0:30								
Day 5 - Service Tech													Day 5							
													29	30	31	32	32.5	33.5	34.5	35
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Balancing Basics	0:30	4:45			0:30		Y													
Supervised Practice in Role					1:15		N													
End of Day Touchpoint				0:15			N													
							7:00	0:30	5:15	0:00	1:15	0:30								
Day 6 - Service Tech													Day 6							
													36	37	38	39	39.5	40.5	41.5	42
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Supervised Practice in Role					6:30	0:30	N													
End of Day Touchpoint				0:15			N													
							7:00	0:00	0:00	0:30	6:30	0:30								
Day 7 - Service Tech													Day 7							
													43	44	45	46	46.5	47.5	48.5	49
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Supervised Practice in Role					6:30	0:30	N													
End of Day Touchpoint				0:15			N													
							7:00	0:00	0:00	0:30	6:30	0:30								
Day 8 - Service Tech													Day 8							
													50	51	52	53	53.5	54.5	55.5	56
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review				0:15			N													
Lowering Vehicle Basics	0:15	0:45					Y													
Installing the Assembly	0:45	4:45			0:30		Y													
End of Day Touchpoint				0:15			N													
							7:00	1:00	5:30	0:30	0:00	0:30								

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Day 9 - Service Tech													Day 9							
													57	58	59	60	60.5	61.5	62.5	63
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Supervised Practice in Role										6:30	0:30	N								
End of Day Touchpoint										0:15		N								
7:00	0:00	0:00	0:30	6:30	0:30															
Day 10 - Service Tech													Day 10							
													64	65	66	67	67.5	68.5	69.5	70
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Supervised Practice in Role										6:30	0:30	N								
End of Day Touchpoint										0:15		N								
7:00	0:00	0:00	0:30	6:30	0:30															
Day 11 - Service Tech													Day 11							
													71	72	73	74	74.5	75.5	76.5	77
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Supervised Practice in Role										6:30	0:30	N								
End of Day Touchpoint										0:15		N								
7:00	0:00	0:00	0:30	6:30	0:30															
Day 12 - Service Tech													Day 12							
													78	79	80	81	81.5	82.5	83.5	84
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Supervised Practice in Role										6:30	0:30	N								
End of Day Touchpoint										0:15		N								
7:00	0:00	0:00	0:30	6:30	0:30															
Day 13 - Service Tech													Day 13							
													85	86	87	88	88.5	89.5	90.5	91
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Supervised Practice in Role										6:30	0:30	N								
End of Day Touchpoint										0:15		N								
7:00	0:00	0:00	0:30	6:30	0:30															
Day 14 - Service Tech													Day 14							
													92	93	94	95	95.5	96.5	97.5	98
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Vehicle Basics										0:15	0:45	N								
Raising Vehicle Basics										0:15	3:00	Y								
Supervised Practice in Role																				
End of Day Touchpoint										0:15		N								
7:00	0:30	3:45	0:30	2:15	0:30															
Day 15 - Service Tech													Day 15							
													99	100	101	102	102.5	103.5	104.5	105
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Servicing Steel Sidewall Tires										0:15	0:45	N								
Repairing the Injury										0:30	5:00	Y								
End of Day Touchpoint										0:15		N								
7:00	0:45	5:45	0:30	0:00	0:30															
Day 16 - Service Tech													Day 16							
													106	107	108	109	109.5	110.5	111.5	112
													7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review										0:15			N							
Supervised Practice & Observations											6:30	0:30	N							
End of Day Touchpoint										0:15		N								
7:00	0:00	0:00	0:30	6:30	0:30															

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Service Tech Program

Screen	Hands On	Review Time	In Role	Lunch	Observation Required (Y/N)	eLearning	Demos & Practice	Lunch	Review Time	Practice in Role
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Day 17 - Service Tech

						Day 17							
						113	114	115	116	116.5	117.5	118.5	119
						7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review			0:15		N								
Service Area Workflow Basics	0:15	3:30		0:30	N								
Introduction to DTMS	0:15		0:15		N								
Case for Trust at Discount Tire	0:15		0:15		N								
Supervised Practice & Observations				1:45									
End of Day Touchpoint			0:15		N								
						7:00	0:45	3:30	1:00	1:45	0:30		

Day 18 - Service Tech

						Day 18							
						120	121	122	123	123.5	124.5	125.5	126
						7:45 AM	8:45 AM	9:45 AM	10:45 AM	11:45 PM	12:45 PM	1:45 PM	2:45 PM
Previous Day Review			0:15		N								
Supervised Practice & Observations				6:30	0:30								
End of Day Touchpoint			0:15		N								
						7:00	0:00	0:00	0:30	6:30	0:30		

Total Program Hours	Screen	Hands On	Review Time	In Role	Lunch	Observations Count
126:00	6:00	31:15	9:15	79:30	9:00	11