

## Preparation

- Print this guide and the Best Practices.
- Once the learner has completed the course (approx. 30 min.), take them to a place in the service area that provides clear visibility of a service bay and workcell. Ideally, position yourselves from above, in the storage racks, so you are out of the way and have the best view to observe flow of service in backroom.
- Your goal is to provide context and reinforce the information provided in the course.
- If you are unfamiliar with any of the course content, please revisit the module for clarification prior to conducting this mentorship session.

## Discussion

After the module, discuss:

- |  |   |
|--|---|
| <input type="checkbox"/> Your role as their mentor   | <input type="checkbox"/> Importance of Safety in the workplace  |
| <input type="checkbox"/> Quality focused work  | <input type="checkbox"/> Their safety responsibility  |
| <input type="checkbox"/> Bay layout  | <input type="checkbox"/> Understanding a workcell   |
| <input type="checkbox"/> Time is a result, not a goal. It is faster to take the time to do it right the first time, rather than to do it twice | <input type="checkbox"/> Operational Best Practices (meaning of: must, Critical to Safety, Critical to Quality, expected) |
| <input type="checkbox"/> Responsibilities of Crew Chief  | <input type="checkbox"/> Responsibilities of Service Tech   |
| <input type="checkbox"/> Responsibilities of Service Coordinator   |   |

## Review Best Practice

- [Operational Best Practices](#)
- [Best Practice page with Critical to Safety & Critical to Quality definitions](#)

## Demonstrate

- ☐ Where to find the Best Practices on the KC

## Requirements for Certification

This course requires completion of:

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> eLearning | <input checked="" type="checkbox"/> Assessment |
|---|--|