



Operational Best Practices

Intent

To ensure that participants can identify Best Practices that are Critical to Safety or Critical to Quality and **must** always be followed

Audience	All store employees
Schedule	Add time for this talk into your weekly schedule. It should only take 10-15 minutes, but you should allow 30 minutes to include extended discussions that may occur.
Prepare	<p>A day ahead:</p> <ol style="list-style-type: none"> 1) Print and review this talk. 2) Review Operational Best Practices on the Certified Best Practices page on the KC. Make sure you understand the difference between best practices that must be followed and best practices that are expected to be followed. Can you think of some examples of each type? 3) Open and review other best practices on the Certified Best Practices page to see examples of Critical to Safety and Critical to Quality best practices that must be followed. 4) Identify specific opportunities for your store and recent examples that may apply. 5) Plan how you will follow up to ensure performance improvement.
Deliver	Make this real and fun for your people. Bring your energy to the talk and engage everyone to come up with solutions to improve performance. Set clear expectations for your team. Make sure they understand how following Best Practices impacts the Happy Customers gauge.
LMS	After the talk, have every participant log into the LMS and complete the acknowledgment.
Follow up	Throughout the week, randomly ask an employee an open ended question to ensure that they understand what Best Practices are, which ones MUST be followed and why, and how to find Best Practices on the KC. You can use the questions below, or ask your own.

Operational Best Practices

Do: Go to the Certified Best Practices page on the KC, and open the Operational Best Practices document.

Explain: Following best practices empowers all of us to do the right thing for our customers every time. The Operational Best Practices document explains exactly what best practices are, and which ones must always be followed. Let's go through this together.

Read: Operational Best Practices

Ask for volunteers to take turns reading the Operational Best Practices document. Stop frequently and discuss what this means, or ask questions to ensure everyone understands it and can apply it to specific situations.

Explain: We are also updating the Service Tech Introduction training to ensure that new employees receive the same clarification and expectations.

Answers

Question 1: What are best practices?

Best known procedures for ensuring an inviting, easy, and safe employee and customer experience.

Question 2: If a best practice is not marked as Critical to Safety, or Critical to Quality, do we need to follow it?

Yes, you are expected to follow **ALL** best practices.
However, best practices **NOT** marked as Critical to Safety or Critical to Quality may be adjusted to accommodate special situations, provided that you do not jeopardize the safety of our people or our customers.



Identifying Critical to Safety and Critical to Quality Best Practices

Explain: You can find Best Practice documents for many of the tasks we perform every day on the Certified Best Practices page on the KC.

Ask: Let's have a look at one of the best practices, New Tires on the Rear. What are the best practices for this?

Do: Open and review the Best Practice together.

Ask: Which of these best practices are Critical to Safety or Critical to Quality? How can you tell?

(Note that there is a reference to another Best Practice that covers Critical to Safety. After someone mentions this, find and open the What We Can Service Best Practice.)

Answers

Question 1: How do you know which best practices must **ALWAYS** be followed?

Mandatory best practices will be identified as "Critical to Safety" or "Critical to Quality"

Question 2: Where can you go to find out whether a best practice is Critical to Safety or Critical to Quality.

- Go to the Certified Best Practices page and review the Best Practice document.
- Service Training is in the process of being updated to call out all Critical to Safety and Critical to Quality Best Practices.
- The word "must" indicates that the best practice is Critical to Safety or Critical to Quality.

Call to Action:

- 1) Ask participants to log into the LMS and complete the acknowledgment for this talk.
- 2) Set expectations for executing the Operational Best Practices at the store.
- 3) Explain how you will support this and why you expect this to improve Customer Delight
- 4) Ask if anyone has questions. If there are questions or concerns you cannot answer, notify the Store Manager.