

## Weekly AOR Check In- 5s Manager

Employee Name:

Store:

Manager Name:

Date:

### ASSESSING THE GAUGES-STORE RESULTS

HAPPY EMPLOYEES			HAPPY CUSTOMERS			SELL MORE			SELL BETTER			MANAGE EXPENSE		
Expectation	Results		Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results
ST Overdue DTU	0											Inventory Variance	>5%	
Store 5s (1-10 scale)	10													

### ASSESSING THE GAUGES-PERSONAL RESULTS

HAPPY EMPLOYEES			HAPPY CUSTOMERS			SELL MORE			SELL BETTER			MANAGE EXPENSE		
Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results	Drivers	Expectation	Results
Overdue DTU	0 overdue		CDI-Trusted Expert	86%		Wheel %	10%		TRDW Conversion %	60%				
Overdue Talks	0 overdue		Quote Accurate Wait	80%		UPI			TRDW Mismatch %	>10%				
						ACC. AUR	\$2.00		Certificate %	>75%				
									Labor \$ per Unit	\$22.00				

## LEADERSHIP RESPONSIBILITIES

1 = Does Not Meet	2 = Partially Meets/Developing	3 = Meets
<ul style="list-style-type: none"> <li>Did not meet performance standards</li> <li>Immediate improvement is required</li> <li>Employee may have been on a Performance Improvement Plan (PIP) or corrective action</li> </ul>	<ul style="list-style-type: none"> <li>Inconsistent performance</li> <li>Employee needs improvement or growth in areas of weakness</li> <li>Employee requires additional training, job experience, and/or feedback</li> </ul>	<ul style="list-style-type: none"> <li>Met all performance standards</li> <li>Solid, good performance was employee's norm</li> <li>Results were timely and accurate</li> </ul>

### 1 Recruiting / Training / Coaching / Mentoring

Service Tech Mentorship

1 2 3

### 2 Right Number of Qualified People Scheduled

### 3 Environment Ready

Service Area 5s  
Building Maintenance  
Inventory Storage

1 2 3  
1 2 3  
1 2 3

### 4 Clear Roles and Responsibilities

Receiving Crossdock  
Supplies Ordering

1 2 3  
1 2 3