

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 | | |
|-----------------------|-------------|---------|-----------------|-------------|---------|-----------|-------------|---------|-------------|-------------|---------|--------------------|-------------|---------|
| Drivers | Expectation | Results | Drivers | Expectation | Results | Drivers | Expectation | Results | Drivers | Expectation | Results | Drivers | Expectation | Results |
| ST Overdue DTU | 0 | | | | | | | | | | | | | |
| Store 5s (1-10 scale) | 10 | | | | | | | | | | | Inventory Variance | >5% | |

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% | | | | |

LEADERSHIP RESPONSIBILITIES

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

1. Recruiting / Training / Coaching / Mentoring

Service Tech Mentorship

1 2 3

2. Right Number of Qualified People Scheduled

Receiving Crossdock

1 2 3

Supplies Ordering

1 2 3

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

1 2 3

Supplies Ordering

1 2 3