

Weekly AOR Check In- Workflow 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
SC Overdue DTU	0 overdue		CDI-Time In Store	80%		Air Check Scanned			TRDW Conversion %	60%		AVG Bay Time	18 min	
CC Overdue DTU	0 overdue		Return for Service	>1.25%					TRDW Mismatch %	>10%		IPLH	.70	
			Next In Bay	>.30										

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		Email Collection %	12%		UPI(use store avg)			TRDW Mismatch %	>10%				
			Quote Accurate Wait	80%		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"> 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

Crew Chief Mentorship Service
Coordinator Mentorship

1 2 3
1 2 3

2 Right Number of Qualified People Scheduled

3 Environment Ready

Equipment Maintenance

1 2 3

4 Clear Roles and Responsibilities

Adjustment Service Area Process

1 2 3

Air Checks

1 2 3

Service Area Workflow

1 2 3