

SAFETY QUALITY FOCUS

NOV
2023

LET'S GET YOU TAKEN CARE OF*

STORES

Working safely requires a commitment from every member of your team to hold themselves and each other accountable to execute our Best Practices every time, without exception.

The monthly safety action items are split up by AOR to ensure your store leadership is directly involved in creating a safe work environment.

If your location does not have one of these AORs, please choose a substitute.



INSTRUCTIONS

In the following pages, you will see an AOR icon that corresponds to the section for that AOR. We have set aside actions for the different AORs to complete in this communication.



- 1** Print out this Focus, delegate, and **manage to completion**.
- 2** Each section has action items to help you and your team completed this Safety Focus. **Review each section carefully.**
- 3** Each AOR will need to complete action items for their sections. Responses will need to be **entered into the survey link at the end of this document.**
- 4** Once all the action items are completed, have a group discussion about your findings and **answer your feedback questions as a team.**

FEEDBACK ON THIS MONTH'S TOPIC

All feedback must be submitted through the Safety Feedback Portal.

Safety Leader: Show your people where to go and how to leave safety feedback.

You will find the feedback questions at the end of this Safety Focus.

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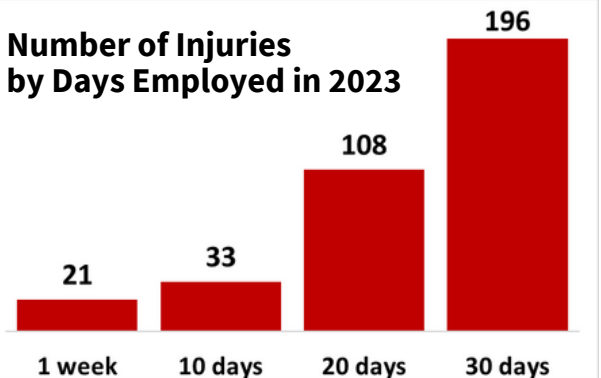
New Hire Mentorship is Critical to Safety

IT ALL STARTS ON DAY ONE

Can you believe 196 employees were injured in their first 30 days of work?

Does every one of your employees have a mentor to coach them or go to for help?

Number of Injuries by Days Employed in 2023



Store Manager - Day One Expectations

Before your New Hire arrives

Review

the following documents...



- [Employee Development Experience](#)
- [Day One Timeline](#)
- [Day One - Store Manager Checklist](#)

- ☒ Schedule New Hire so that you spend time with him/her on their first day.
- ☒ Familiarize your New Hire with the facility and the team.
- ☒ Guide your New Hire through their Day One DTU courses.
- ☒ Take your New Hire to lunch to continue building a relationship.
- ☒ Have an end-of-day conversation with your New Hire.

Lean On Your Team To Set The Expectation For Your New Hires

- 1 Support your New Hires and help integrate them into the team.
- 2 Identify and inform who the mentor is for each New Hire.
- 3 Set expectations for supporting New Hires.



Work through your AORs to coach and mentor in the moment when you see an opportunity for improvement.

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OBSERVE AND COACH BEAD BREAKER



Print your observation sheet Bead Breaker



Observe **at least 10 Technicians** breaking beads on assemblies while referencing the observation sheet.



Coach your people when you see them not following the Best Practice. Thank them when you see them doing it right.

Observation Sheet

OBSERVE AND COACH BEAD BREAKER

Employee completely deflates the tire before breaking the bead. Employee uses a light touch on the handle and does not force the bead breaker.

DO NOT FORCE

SAFE	AT-RISK
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

For each SAFE observation

1. Praise the employee for executing this **CRITICAL TO SAFETY** Best Practice.
2. Remind the employee about the benefits of safety using bead breaker.
3. Less stress on equipment when assembly is fully inflated. Air vent down tire breaks much quicker.
4. Reduced fatigue on hand and arm when allowing the machine to do it's job without forcing it.
5. Less chance for injury from recoil.

For each AT-RISK observation

1. Use the information below to help coach the employee:
 - **CRITICAL TO SAFETY** Best Practice: Which means **NEVER** be used every time.
 - In 2021, bead breaker related injuries resulted in 887 lost duty days!
 - Average hand injury cost 2021-\$1,066.
 - Lacerations and contusions to the hand and sprains and strains to the wrist can occur when the bead breaker is used incorrectly after breaking a hard to break bead.
 - Using a light touch, completely deflating the assembly and not forcing the bead breaker will prevent injuries and reduce equipment down time.

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CRITICAL TO SAFETY

Proper technique can save your hands from serious injury



CRITICAL TO SAFETY

EQUIPMENT MAINTENANCE (Torque Validator)

INSPECT



- ✓ Test all torque wrenches **daily**.
- ✓ All electronics work properly
- ✓ Secured to wall
- ✓ If wrench is inaccurate, remove it from service and place in red holder

TORQUE VALIDATOR MANUAL

DAILY CHECKLIST QRG

EQUIPMENT: TORQUE VALIDATOR



ORDER NOW



CONTINUE TO PAGE 4 >



SAFETY & QUALITY FOCUSED | NOVEMBER 2023

You have 3 action items; follow the instructions below to complete.

- 1 Remind all your people to watch the SQF video and take the short assessment. This video is for EVERYONE from Service Tech to Store Manager.

Installing the Assembly

(Best Practices, Safety and Injury Awareness)



Safety & Quality Focused



Scan to enter the voluntary contest for a chance to win!

- 2 Remind all managers to watch the MF video and take the short assessment. This video is for MANAGERS ONLY (Assistants, Seniors, and Store Managers).

Milwaukee Cordless

(Tips from Store Managers)



Manager Focused



Scan to enter the voluntary contest for a chance to win!

- 3 Hang up all **NOVEMBER** materials as soon as they arrive. If you are missing your materials, or need new plastic poster frames, scan this green QR code to order replacement materials.

Poster & Frame Order Form



SQF & Manager Engagement



Scan to enter the voluntary contest for a chance to win!

Large Poster



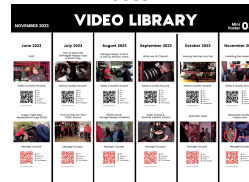
Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Engagement App Flyer



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THREAD SHAKER WITH GUARD

An improved Thread Shaker is now available that the socket doesn't get stuck on. Order on the **KC (EZ Garage)**. After your new thread shaker arrives, throw your old one away.

EQUIPMENT ORDER: Thread Shaker 



OSHA COMPLIANCE - MONTHLY INSPECTION

	INSPECTION ITEM	SAFE	AT RISK
1	First aid kit is fully stocked and does not have any unnecessary items in it (i.e. razors, keys, shaving cream, pill bottles).	<input type="checkbox"/>	<input type="checkbox"/>
2	All Employees know how to locate the Safety Data Sheets (SDS) on the KC or Safety Page.	<input type="checkbox"/>	<input type="checkbox"/>
3	Exit routes are free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.	<input type="checkbox"/>	<input type="checkbox"/>
4	Each exit door is marked by a sign reading "Exit."	<input type="checkbox"/>	<input type="checkbox"/>
5	All aisles are kept clear of tires (Minimum of 28" wide. No tires/wheels stacked in aisles, everything must be in a rack. This includes upper mezzanine level)	<input type="checkbox"/>	<input type="checkbox"/>
6	Exit doors are unlocked during business hours (Remove locks, panic bars, and any other security devices)	<input type="checkbox"/>	<input type="checkbox"/>
7	Electrical breaker panels and service disconnects have 36 inches of clearance and are accessible	<input type="checkbox"/>	<input type="checkbox"/>
8	All spray bottles or other types of bottles are clearly marked with the proper contents	<input type="checkbox"/>	<input type="checkbox"/>
9	All chemicals at the location (excluding household cleaners) can be found on the Safety Data Sheets (If not, you should not have it)	<input type="checkbox"/>	<input type="checkbox"/>
10	All electrical outlets and junction boxes are secured and in good condition (no cracking, exposed wires or missing faceplates)	<input type="checkbox"/>	<input type="checkbox"/>
11	Extension cords are not being used permanently	<input type="checkbox"/>	<input type="checkbox"/>

JACKS

Jack #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Jack handle screw is tight															
Front wheel clips installed															
Rear wheels are oiled and tight															
Cylinders are free of leaks															
Jack rises with first 2 full pumps															
Weight capacity sticker present															

FIRE EXTINGUISHERS

Fire Extinguisher #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Inspection tag is attached															
Inspection date is within 1 year															
Pressure gauge is in the green															
Fire extinguisher is not blocked or obstructed															
Fire extinguisher is easily accessible and visible															
Fire extinguisher has a fire extinguisher sign above it															
Back of tag initialed and dated for the current month															

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Review the Raising Vehicle Best Practice



CRITICAL TO
SAFETY



CRITICAL TO
SAFETY



CRITICAL TO
SAFETY

- Customers are not allowed to be in the vehicle when yellow lift blocks are being used.
- **DO NOT** place lift blocks or jacks under non-raising points identified in the Vehicle Basics course.
- **NEVER** begin work before the safety bar has engaged.
- Always confirm that the vehicle is secure and lifted at solid raising points.



Service Techs & Safety Roles



Below are your responsibilities each month:

- Read through your section, which is posted on the 1st Monday of the month
- Complete the action item in your section
- Report to your Safety Leader (Senior Assistant) your findings or if you need further guidance



CLICK ON THE IMAGE

or go to the Certified Best Practices page on the KC to print out this Best Practice.

OBSERVE AND COACH

INSTALLING THE ASSEMBLY

OBSERVE AND COACH		INSTALLING THE ASSEMBLY		SAFETY		
		= High risk of employee injury, if not done correctly		SAFE	AT RISK	
Employee being observed:	INSTALLING THE ASSEMBLY					
	Gathers all necessary tools for installation and places them at the assembly.					
	Bufts hub clean of dirt and corrosion. Does not grip the shaft of the gun while spinning.					
	If possible, turns hub so a stud is at the 12 o'clock position.					
	Lifts assembly onto the hub using proper body mechanics while not entering the zone beneath the vehicle. (no feet or legs under the vehicle).					
	Holds assembly flush against the hub.					
	Hand threads lugs at least three full turns.					
	Using impact gun and yellow torque stick (no torque stick needed with cordless impact), tightens each lug in a star pattern ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning.					
	Performs a second star pattern impacting each lug for at least 2 seconds (for cordless impact hold until gun comes to a stop) ending with the wheel lock if applicable. Does not grip the socket or shaft of the gun while spinning. (Repeat 2nd star pattern with cordless impact).					
	Calls out "Spin Check" and verifies no other employees are working on the other side of the vehicle, then performs spin check by grabbing the tread of the tire, not the spokes.					
	Returns impact gun and torque stick to tool stand.					
	Collects torque wrench, references invoice and sets to manufacture's OE torque specs. Grabs appropriate torque stick and socket.					
	Verifies tires are touching ground and torques lugs and wheel locks to manufacture's OE torque specs in a star pattern, using a closed grip on the torque wrench.					
	Verifies torque in a clockwise circle pattern using a closed grip on the torque wrench.					
	Verifies torque on any remaining exposed lugs that were not serviced using a closed grip on the torque wrench.					
Reinstalls any hardware or accessories.						
Returns all tools to the tool stand.						

Tally up all "Safe" processes and record the score below:

SAFE SCORE
/16

Actual injury that occurred in **OCTOBER**:

"Trying To Put A Tire Back On The Vehicle, When He Squatted Down And Couldn't Get The Tire On, He Ended Up Sitting Down And Felt A Pop In His Right Lower Back."



**CONDUCT AT LEAST 2
OBSERVATIONS BEING AWARE OF
SAFE AND AT RISK PRACTICES**



CLICK HERE

Installing the Assembly.

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LEAD SAFETY WITH CLEAR EXPECTATIONS

Let's walk through an **example** of what it looks like to model, teach and coach the 5S Assistant Manager to complete their monthly action items. You can use this method with all AOR's.

START
HERE



PRINT OUT THE NOVEMBER 2023 SAFETY AND QUALITY FOCUSED



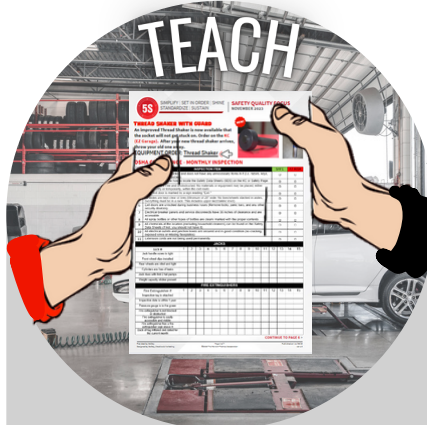
MODEL



GO FIRST!

- ➔ MEET 1 ON 1 WITH YOUR 5S MANAGER
- ➔ HAVE THEM SHADOW YOU AS **YOU MODEL** WHAT IT LOOKS LIKE TO COMPLETE THE OSHA COMPLIANCE INSPECTION
- ➔ SET A CLEAR EXPECTATION

TEACH



EXPLAIN THE WHY'S

- ➔ PASS THE INSPECTION TO YOUR 5S MANAGER
- ➔ REVIEW EACH INSPECTION ITEM AND EXPLAIN WHY WE INSPECT AND HOW TO INSPECT
- ➔ ASK QUESTIONS TO CONFIRM YOUR 5S MANAGER KNOWS WHAT TO DO

COACH



DELEGATE & FOLLOW-UP

- ➔ OBSERVE YOUR 5S MANAGER AS THEY WORK THROUGH THE INSPECTION
- ➔ STOP AND CORRECT AS NEEDED. USE POSITIVE LANGUAGE
- ➔ SET THE EXPECTATION FOR WHEN YOU WANT IT COMPLETED

REPEAT FOR EACH AOR

BEAD BREAKER GRIPS

SUPPORT YOUR



WORKFLOW ASSISTANT MANAGER
AREA OF RESPONSIBILITY

- ➔ Verify your Workflow Manager has installed bead breaker grips on all changers
- ➔ If any are missing, instruct your WAM to order grips from your warehouse
- ➔ Set a clear expectation and follow up to ensure the grips were installed



FEEDBACK ON THIS MONTH'S TOPIC

1. As we head into 2024, please give us your honest feedback on what you like about the Safety and Quality Focused Program and what you think can be improved or changed.
2. Once all items have been completed, click the survey link below to enter your responses.

SURVEY

[Enter responses here](#)