

# SAFETY QUALITY FOCUS

APRIL 2021



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. To make this easier, we've split up the monthly safety action items 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 on working through the AORs to complete this Safety Quality Focus are listed below.



## 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.

**CONTINUE TO PAGE 2 ➤**



# REMOVING THE ASSEMBLY OBSERVATION

As you already know, **flawless execution of our Best Practices is the key to preventing injuries and vehicle damage.** In 2020, **280** employees were injured while removing the assembly, resulting in **295** lost days and **1947** light duty days. The average cost of an injury related to removing the assembly was **\$848!!** When steps are skipped, Our People get hurt and vehicles get damaged. Follow the steps below to complete the observation and identify steps in the removing the assembly process that need improvement.



Remember to coach your people through the observation and praise your people when they perform safely.



**Print:**

[Observe and Coach Remove the Assembly](#)



## Observe and Coach:

Each observation sheet has three identical checklists. Try to observe everyone at your location at least once this month on all 11 steps in the process. Write the name of the employee being observed to the left of the checklist to keep track of who has already been observed.

- Observe each employee on all 11 steps. Steps outlined in red are where injuries commonly occur
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed

Once you have completed each observation, tally up all the “Safe” items and write them on the Safe Score box to the right (see example below).



## NEW Observation Sheet

Click the link on the left to PRINT

OBSERVE AND COACH		REMOVING THE ASSEMBLY		SAFETY
		SAFE	AT RISK	
Employee being observed:	Gathers all necessary tools for removal and places them at the Assembly			Tally up all "Safe" processes and record the score below:  <b>SAFE SCORE</b> <b>8/11</b>
	<b>Does not remove anything until the vehicle is lifted and checked for stability</b>			
	Removes any wheel covers and checks for wheel locks. If found, removes locks first			
	<b>Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning.</b>			
	<b>Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes, and does not put feet/legs beneath the vehicle</b>			
	Buffers hub, wheel mounting pad, and wheel pilot hole			
	Inspects all lugs after removal			
	Inspects studs			
	Inspects lug seat of wheel			
	Performs off the vehicle inspection			
	Returns all tools to the tool stand after removal is complete			

OBSERVE AND COACH		REMOVING THE ASSEMBLY		SAFETY
		SAFE	AT RISK	
Employee being observed:	Gathers all necessary tools for removal and places them at the Assembly			Tally up all "Safe" processes and record the score below:  <b>SAFE SCORE</b> <b>8/11</b>
	<b>Does not remove anything until the vehicle is lifted and checked for stability</b>			
	Removes any wheel covers and checks for wheel locks. If found, removes locks first			
	<b>Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning.</b>			
	<b>Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes, and does not put feet/legs beneath the vehicle</b>			
	Buffers hub, wheel mounting pad, and wheel pilot hole			
	Inspects all lugs after removal			
	Inspects studs			
	Inspects lug seat of wheel			
	Performs off the vehicle inspection			
	Returns all tools to the tool stand after removal is complete			

OBSERVE AND COACH		REMOVING THE ASSEMBLY		SAFETY
		SAFE	AT RISK	
Employee being observed:	Gathers all necessary tools for removal and places them at the Assembly			Tally up all "Safe" processes and record the score below:  <b>SAFE SCORE</b> <b>8/11</b>
	<b>Does not remove anything until the vehicle is lifted and checked for stability</b>			
	Removes any wheel covers and checks for wheel locks. If found, removes locks first			
	<b>Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning.</b>			
	<b>Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes, and does not put feet/legs beneath the vehicle</b>			
	Buffers hub, wheel mounting pad, and wheel pilot hole			
	Inspects all lugs after removal			
	Inspects studs			
	Inspects lug seat of wheel			
	Performs off the vehicle inspection			
	Returns all tools to the tool stand after removal is complete			

OBSERVE AND COACH		REMOVING THE ASSEMBLY		SAFETY
		SAFE	AT RISK	
Employee being observed: Sebastian Milner	Gathers all necessary tools for removal and places them at the Assembly	X		Tally up all "Safe" processes and record the score below:  <b>SAFE SCORE</b> <b>8/11</b>
	<b>Does not remove anything until the vehicle is lifted and checked for stability</b>	X		
	Removes any wheel covers and checks for wheel locks. If found, removes locks first	X		
	<b>Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning.</b>	X		
	<b>Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes, and does not put feet/legs beneath the vehicle</b>		X	
	Buffers hub, wheel mounting pad, and wheel pilot hole	X		
	Inspects all lugs after removal		X	
	Inspects studs	X		
	Inspects lug seat of wheel	X		
	Performs off the vehicle inspection	X		
	Returns all tools to the tool stand after removal is complete		X	

**CONTINUE TO PAGE 3 >**



In February, **13.5%** of our people stood in front of or behind a vehicle that was being moved in/out of the bay. Since customers are allowed to drive their vehicle in/out of the bay, we must have an overall awareness of our surroundings. Let's work together to ensure our people are following Best Practices every time a vehicle is being moved in/out of a bay .

Remember to coach your people through the observation and praise them when they perform safely.



 **Demonstrate:**

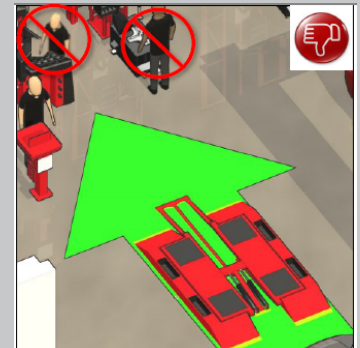
## Observe and Coach:

- Remember to praise your people for executing safely and coach those that you observe at risk.



OR

## AT RISK



One easy way to prevent these types of injuries is making sure the robo-arm is always returned to the folded position after every use. Another important factor is making sure the robo-arm is in working condition. Use the checklist below to prevent robo-arm injuries. If your robo-arm does not stay in the up position or it is leaking, you need to put in a request to have it fixed.

- ☒ Robo-arm is returned to the folded position after every use
- ☒ Robo-arm stays in up position and does not lower on its own
- ☒ Robo-arm hoses do not leak air



**CONTINUE TO PAGE 4 >**





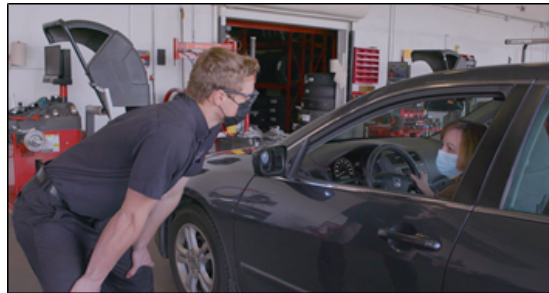
# SAFETY & QUALITY FOCUSED April 2021

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.

## Moving Vehicles

(Best Practices, Safety, Injury & Damage Awareness)



### Safety & Quality Focused

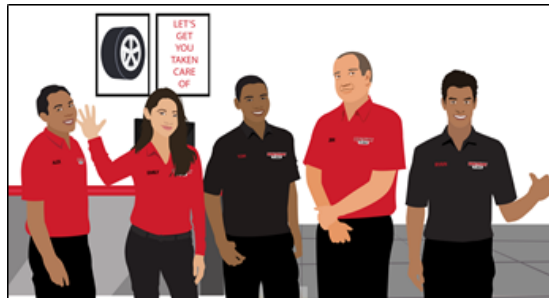


Scan to enter the voluntary contest for a chance to win!

- 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).

## PSE Re-Introduction

(and Tips from Store Managers)



### Manager Focused



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

- 3 Hang up all April 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



Large poster



Managers Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



It's easy... just remind all your people to scan and watch the monthly videos.

**Which store will have the most video views in 1 day?**

**CONTINUE TO PAGE 5 >**



SIMPLIFY | SET IN ORDER | SHINE | STANDARDIZE | SUSTAIN



**SAFETY & QUALITY  
FOCUSED**

# FIRE EXTINGUISHER INSPECTION

Monthly fire extinguisher inspections are required by OSHA to ensure your extinguishers are in good working order in the event of a fire.

Inspect every fire extinguisher at your location this month using the checklist below.

For issues with a fire extinguisher, contact your regional maintenance for assistance



Need a new or replacement sign, order from the Order Safety Materials link



## Fire Extinguisher Checklist

	1	2	3	4	5	6	7	8	9	10
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 and year										

# TIRE BAR INSPECTION

Last month, a hand injury was reported as a result of the tire bar slipping out from between the duck head and tire while dismounting. When the bar slipped, the employee's hand slammed down on the face of the wheel. Following the incident, the employee noted the tip of the tire bar had flattened out due to a bend in the bar. Check out the photo below, you can see the bar closest to edge of the counter is deformed.



## Inspect and replace your deformed tire bars

1. Gather all tire bars from the Service Area and line them up on a flat countertop
2. Compare tire bars to look for bends and flattening on the tip as pictured to the left
3. Discard any deformed or damaged tire bars
4. Return good tire bars to the Service Area and verify there is only 1 tire bar at each changer



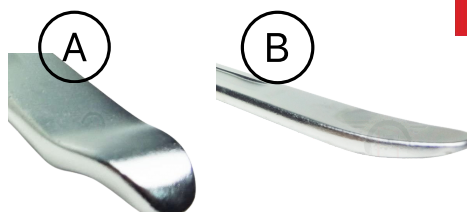
**CLICK HERE**

Username: store code, (i.e. AZP99)

Password: site number + 00, (i.e. 123400)

## DID YOU KNOW?

The two different ends of the tire bar serve two different purposes. We asked COATS about it and here's what they had to say. The small hook end (A) is for motorcycle tires. The flat end (B) is for passenger and LT tires.



**NEVER use 2 Bars**



**Never have more than 1  
tire bar at each changer**

**CONTINUE TO PAGE 6 >**



# SENIOR



**SAFETY & QUALITY  
FOCUSED**

## RAISING THE VEHICLE OBSERVATION

One of the most common incidents we see when raising the vehicle, is body parts being stuck between the lift and the vehicle or between the vehicle and a lift block. This occurs when the vehicle is raised without properly clearing it first. In 2020, there were **47** injuries that occurred when raising the vehicle with an average cost of **\$1472**.



Remember to coach your people through the observation and praise your people when they perform safely.



**Print:**

[Observe and Coach Raising the Vehicle](#)



## Observe and Coach:

Each observation sheet has 5 identical checklists. Try to observe everyone at your location at least once this month on all 5 steps in the process. Write the name of the employee being observed to the left of the checklist to keep track of who has been observed already.

- Observe each employee on all 5 steps. Steps outlined in red are where injuries commonly occur
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed



## NEW Observation Sheet

Click the link on the left to PRINT

**OBSERVE AND COACH RAISING THE VEHICLE** **SAFETY**

High risk of employee injury, if not done

	SAFE	AT RISK	
Employee being observed:			Tally up all "Safe" processes and record the score below:
Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE /5
Walks around vehicle to ensure area is clear of tools or obstructions.			
Announces car is "Going up in bay ____" and receives acknowledgement from another Service Tech who can see the other side of the vehicle.			
Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.			
Confirms the vehicle is secure and stable by gently pushing the rear tire.			
Employee being observed:			Tally up all "Safe" processes and record the score below:
Places the lift or jack accessories appropriately at solid raising points.			SAFE SCORE /5
Walks around vehicle to ensure area is clear of tools or obstructions.			
Announces car is "Going up in bay ____" and receives acknowledgement from another Service Tech who can see the other side of the vehicle.			
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Walks around vehicle to ensure area is clear of tools or obstructions.			
Announces car is "Going up in bay ____" and receives acknowledgement from another Service Tech who can see the other side of the vehicle.			
Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.			
Confirms the vehicle is secure and stable by gently pushing the rear tire.			

Provided by: Safety  
Designed by: Safety

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Once you have completed each observation, tally up all the "Safe" items and write them on the Safe Score box to the right (see example).

**OBSERVE AND COACH RAISING THE VEHICLE** **SAFETY**

High risk of employee injury, if not done

	SAFE	AT RISK	
Employee being observed:			Tally up all "Safe" processes and record the score below:
Places the lift or jack accessories appropriately at solid raising points.	X		SAFE SCORE 4 /5
Walks around vehicle to ensure area is clear of tools or obstructions.	X		
Announces car is "Going up in bay ____" and receives acknowledgement from another Service Tech who can see the other side of the vehicle.	X		
Raises the vehicle until all tires being serviced have been raised at minimum past the first locking latch.		X	
Confirms the vehicle is secure and stable by gently pushing the rear tire.	X		

Employee being observed: Marvin Heinz

## FEEDBACK ON THIS MONTH'S TOPIC

## SURVEY ENTER RESPONSES HERE

1. Tell us how you delegate your AOR action items to your people? How do your AORs complete their sections?  
What can we do to help improve this process?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

