

# SAFETY QUALITY FOCUS

AUGUST 2021

**DISCOUNT<sup>®</sup> AMERICA'S<sup>®</sup>**  
TIRE TIRE

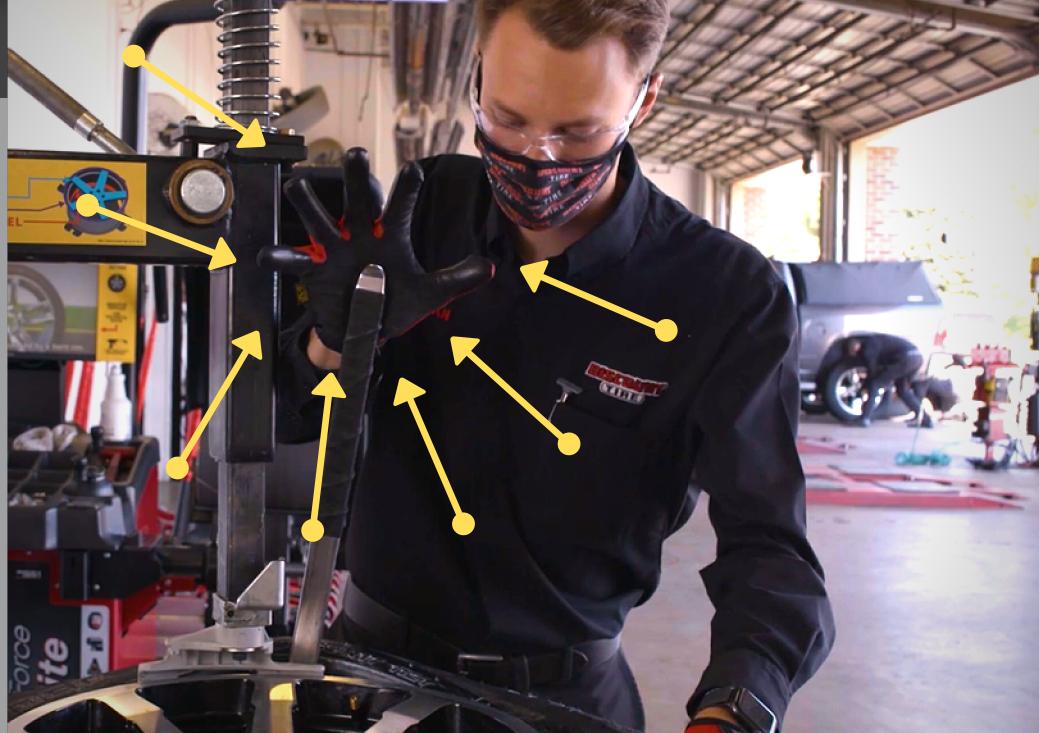
LET'S GET YOU TAKEN CARE OF®

## 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 ➤



# SCHEDULING BEST PRACTICE EXECUTION

## 4 KEYS TO SCHEDULING FOR SUCCESS

Executing on Scheduling best practices helps to drive SQDC thru reducing fatigue and stress.

- Schedule to Execution Best Practice**
  - a. 105-113% goal
  - b. Scored in SQDC

Following the schedule to Best Practice range ensures we have the right amount of people at the right times to support customer demand without inducing fatigue and errors. Take some time this month to become a Trusted Expert on the schedule to demand Best Practice.

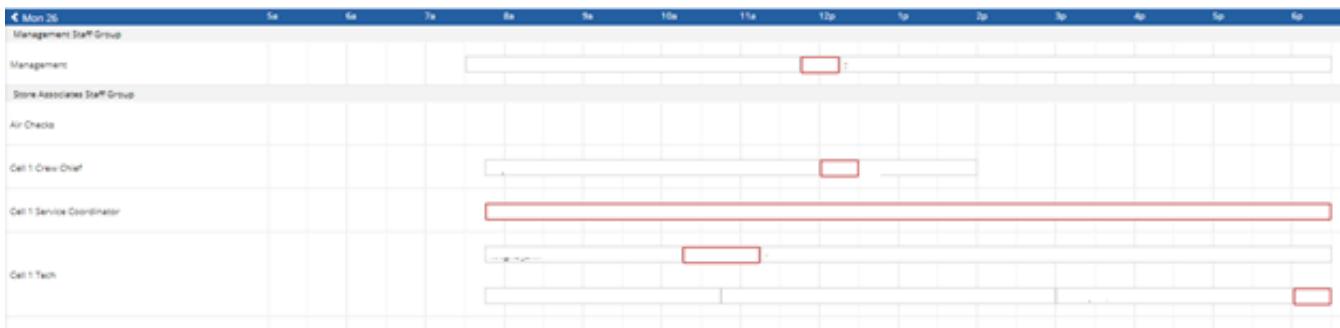
*Scheduling to Demand Operational Best Practice (discounttire.com)*



- Resolving and Understanding Open Shifts**

Assign Open shifts to the best qualified employee. Understand how Open shifts indicate gaps in your staff's training or availability.

PG 7 *CREW Time Manager Guide*



- Properly Schedule Training**

Adding scheduled training hours allows you to develop your people's abilities to meet store needs identified through open shifts. Training is not a burden, it's an opportunity to teach our people how to keep themselves, each other and our customers safe.

PG 8-9 *CREW Time Manager Guide (discounttire.com)*

- Properly Schedule Receiving Inventory**

Properly scheduling receiving hours allows to support the 5S environment and ensure service bays are uninterrupted: 2 hours per 100 tires.

PG 8-9 *CREW Time Manager Guide (discounttire.com)*

### 2021 Manager Schedule / Demand Hours

2021 Row Labels	Column Labels						Grand Total
	6/13/21	6/20/21	6/27/21	7/4/21	7/11/21	7/18/21	
AZP	99%	97%	90%	88%	92%	95%	93%
COD	106%	103%	100%	97%	101%	105%	102%
FLO	109%	109%	104%	105%	107%	109%	107%
NVL	107%	103%	97%	97%	98%	107%	102%
TNN	97%	96%	88%	91%	94%	97%	94%
TXD	107%	106%	100%	98%	99%	103%	102%
TXS	107%	129%	120%	102%	104%	106%	111%
UTS	102%	103%	93%	93%	100%	104%	99%
WAS	112%	111%	109%	111%	112%	112%	111%
CAS	110%	107%	103%	103%	104%	108%	106%
TXH	107%	105%	102%	100%	103%	107%	104%
CAR	103%	100%	97%	94%	98%	101%	99%
GAA	99%	100%	91%	92%	95%	96%	96%
ILC	110%	108%	105%	102%	104%	106%	106%
MIA	97%	95%	90%	87%	90%	92%	92%
MNM	93%	92%	89%	91%	92%	94%	92%
VAR	107%	106%	100%	102%	103%	106%	104%
CAL	100%	100%	96%	95%	97%	98%	98%
CAN	109%	108%	104%	99%	104%	110%	106%
INI	101%	99%	91%	92%	93%	95%	95%
KSX	103%	107%	100%	100%	103%	102%	103%
NMA	103%	101%	96%	94%	96%	103%	99%
OKT	114%	114%	116%	105%	107%	107%	110%
Grand Total	104%	105%	99%	97%	100%	103%	101%

CONTINUE TO PAGE 3 >



# WORKFLOW



**SAFETY & QUALITY  
FOCUSED**

## SAFETY & QUALITY FOCUSED | August 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.

### Tire Bar

(Best Practices, Safety & 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).

### Support Your Safety Leader

(Tips from Store Managers)



**Manager Focused**



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

**3** Hang up all August 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.

Large poster



Managers Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



**CONTINUE TO PAGE 4 >**



## Safety & Quality Focused Video Engagement

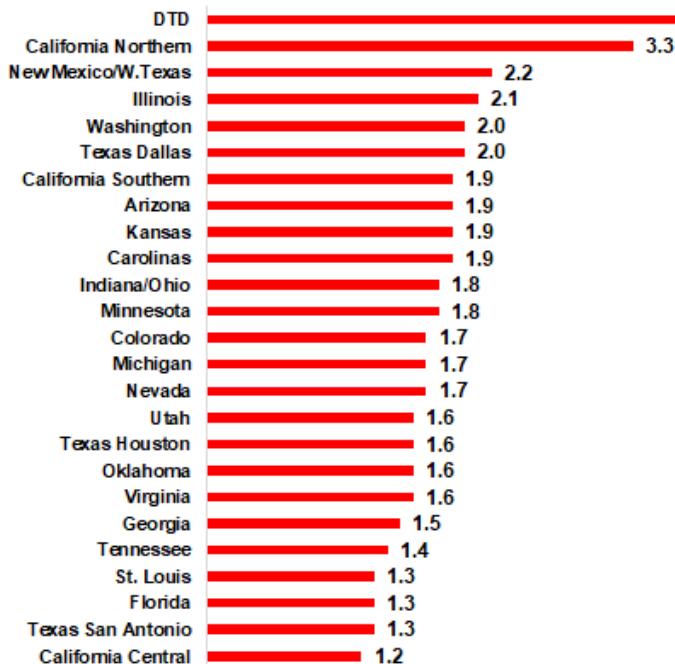


This month, we want you to focus on making sure **every employee** at your store has the opportunity to view the Safety & Quality Focused video(s). The information in these videos can prevent injuries. As an added bonus, your team can enter to win cash if they scan and view on their device.

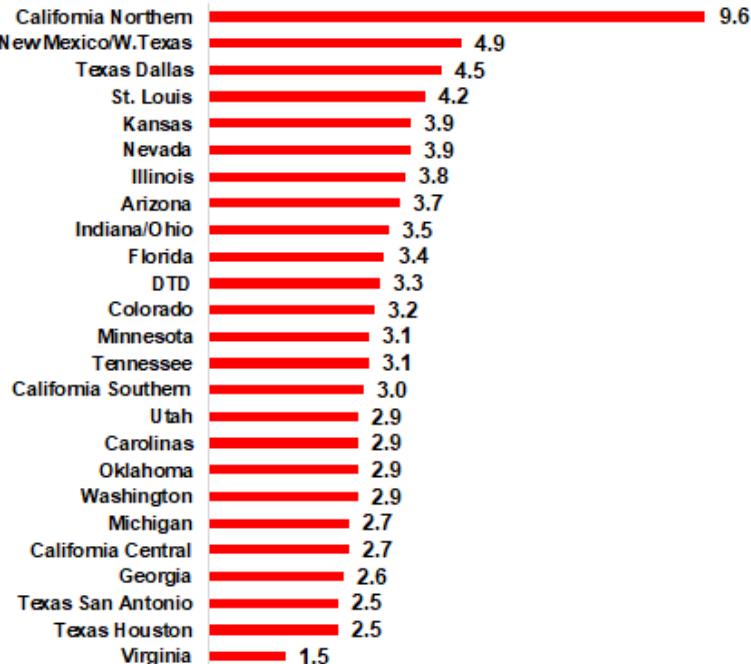
Check out the charts below. Are you happy with where your region ranks? If not, what will you do to boost your ranking and make sure your team is engaging with this very valuable content?

### Average Video Views Per Store (KC and QR Code Views Combined)

**JUNE 2021 MANAGER FOCUSED VIDEO**



**JUNE 2021 SAFETY & QUALITY FOCUSED  
INSTALLING ASSEMBLY'S VIDEO**



Assist your Workflow Manager to increase viewership this month



Lead by example (watch it yourself too)



Coach and Mentor



**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 CHANGER VISUAL MANAGEMENT

These visual management stickers/labels are extremely important when it comes to effectively communicating and reinforcing the “Critical to Safety” and “Critical to Quality” message to our people. As the 5S Assistant Manager, we are asking that you verify and ensure these visual management materials are properly display on each tire changer.

Verify that your store has all the stickers/labels that go on the tire changer.

Each tire changer should have:

- Tire Changer - Don't Scratch
- Tire Changer - 2 Bars
- Tire Changer - TPMS Rebuild



## To Reorder

These items can be ordered through the Safety & Quality Focused page on the KC.

[Safety Quality Focused page](#) --> [Quick Links](#) --> [Visual Management Order Form](#)

August 2021

Quick Links

- Visual Management Order Form
- SQF Poster & Frame Order Form

Safety & Quality Focused

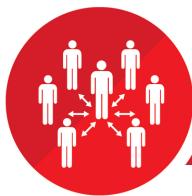
Manager FOCUSED

Mentorship Refresher **NEW**

How to improve safety in your store by supporting your Safety Leader.

Take Assessment

**CONTINUE TO PAGE 6 >**



# SENIOR



**SAFETY & QUALITY  
FOCUSED**

## TIRE BAR OBSERVATION

A tire bar to the face/head is the last thing you want to happen, whether it happens to you or to a bystander. To avoid these types of injuries, we need to be in the correct position when using a tire bar as well as follow all procedures to perform the task. This will lessen the possibility of injury.

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

 **Print:**

### Observe and Coach Tire Bar

#### **Observe and Coach:**

Each observation sheet has five identical checklists. Try to observe everyone at your location at least once this month on all 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 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.

OBSERVE AND COACH		TIRE BAR																																																													
<p><b>SAFE</b>   <b>AT RISK</b></p> <p>- High risk of employee injury, if not done</p>																																																															
Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>	Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>	Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>	Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>
	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																																																													
Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>	Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>	Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																
	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																																																													
Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>	Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																																
	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																																																													
Employee being observed:	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>	Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																																																
	Uses only 1 tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Stands at the 6 O'Clock position (front of the changer)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Firmly grasps the tire bar throughout the whole process (no open palm)	<b>SAFE</b>	<b>AT RISK</b>																																																												
	Does not release grip until all tension is released from the tire bar	<b>SAFE</b>	<b>AT RISK</b>																																																												
Keeps tire out of danger zone (path of the tire bar)	<b>SAFE</b>	<b>AT RISK</b>																																																													

Designed by: Safety  
Published on: 7/28/2021  
Copyright 2021 The Reinalt-Thomas Corporation

**SURVEY**  
**ENTER RESPONSES HERE**

**FEEDBACK**  
**ON THIS MONTH'S TOPIC**

1. Tell us how you plan to reduce tire bar injuries and what will you and your team will do differently to ensure that happens?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

