

SAFETY QUALITY FOCUS

FEBRUARY 2021



LET'S GET YOU TAKEN CARE OF®

STORES

This year, we will continue to provide safety and quality topics and action items by AOR. Make sure you are delegating and involving each AOR with their assigned safety action item for the month.

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

Instructions on how to complete this Safety Quality Focus are listed below.



INSTRUCTIONS

In the next 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 ➤

NEW

MANAGER

**SAFETY & QUALITY
FOCUSED**

MOVING VEHICLES OBSERVATION

Observations completed last month showed that 14% of the time an employee was standing in front of a vehicle while it was being pulled in or out. We cannot say enough, how critically important it is that your people are following this critical to safety Best Practice. A mistake here can result in very serious injury or worse.

Read the “SAFE” and ‘AT RISK” notes on the observation sheet and use to coach your people.

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

 **Print:**

[Observe and Coach Moving Vehicles](#)



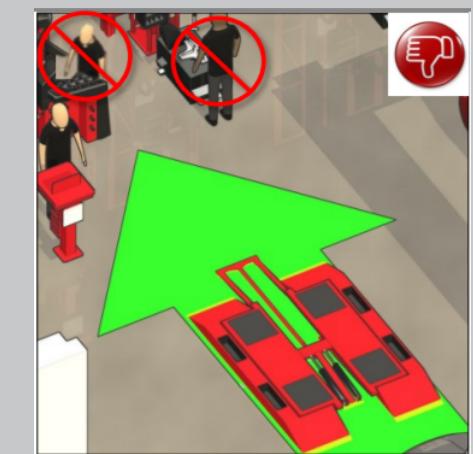
Observe and Coach:

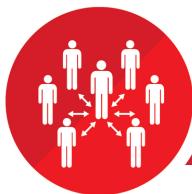
- Complete a minimum of 10 observations (there are 10 on each sheet)
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed.

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

SAFE**OR****AT RISK**

SAFETY		OBSERVE AND COACH	
		MOVING VEHICLES	
<p>Vehicle comes to a complete stop before pulling in and honks twice. If present, employees are cleared from in front of and behind the vehicle. This includes employees standing, balancing, or using the inflation cage. Vehicle ignition is turned off before anyone re-enters the work area. This also applies to pulling vehicles out.</p>			
 <p>For each SAFE observation</p> <ol style="list-style-type: none"> Praise your people for not standing or working in the path of a moving vehicle. Remind the employee about the benefits of not standing or working in front of or behind a vehicle being pulled in or out. Simply put, they are less likely to be struck and injured by a moving vehicle. 		 <p>For each AT RISK observation</p> <ol style="list-style-type: none"> Immediately stop the vehicle and clear the area in front of and behind the vehicle <ul style="list-style-type: none"> Coach the guide to make sure they know that no one is allowed in front of or behind a running vehicle before being pulled in or out. Coach the driver to never pull a vehicle in or out, until the area in front of and behind the vehicle is clear. Coach employees to move out of the path of travel when they see a vehicle is being pulled in or out, and stay out of the way until the vehicle is turned off. 	
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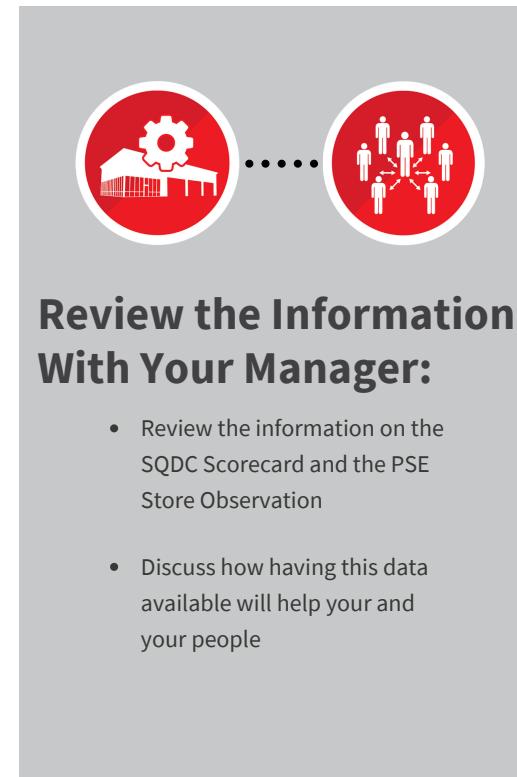




SQDC SCORECARD AND PSE STORE OBSERVATION

Two new features have been added to the Manager, Senior, and Workflow AOR Pages:

- 1 **SQDC Scorecard** – Take some time to become familiar with the SQDC scorecard. Focus on your store's scores and where your opportunities for improvement exist. This corecard was designed to be used by your Service Area Leader. The scorecard will eventually be added to the Store Ops Dashboard in the 2nd quarter of 2021 with a more user-friendly format.
- 2 **Helpful Tip** – On the last page of the report, you will find definitions for all of the different SQDC metrics.
- 2 **PSE Store Observation** – Use this observation to gather insights and identify opportunities within the 4 PSE puzzle pieces. Encourage participation from your people.



Review the Information With Your Manager:

- Review the information on the SQDC Scorecard and the PSE Store Observation
- Discuss how having this data available will help your and your people

PRIMARY BUSINESS DRIVERS ?



Turnover

Manager
Secondary Drivers
Best Practices



Return for Service

Workflow
Secondary Drivers
Best Practices



UPI

Senior, Marketing, Workflow, 5s, Assistant
Secondary Drivers
Best Practices



Good/Better/Best

Senior
Best Practices



IPLH

Workflow, 5S, Assistant
Secondary Drivers
Best Practices

Employee Development

Manager, Senior, Marketing, Workflow, 5s, Assistant
Secondary Drivers
Best Practices

Appointments

Marketing
Secondary Drivers
Best Practices

Customer Demand

Senior, Marketing, Workflow
Secondary Drivers
Best Practices

Salesperson CDI

Manager
Secondary Drivers
Best Practices

Accurate Wait Times

Senior
Secondary Drivers
Best Practices

Certificates

Senior
Best Practices

Time in Store CDI

Workflow
Secondary Drivers
Best Practices

Treadwell Conversion

Senior
Best Practices



[VIEW SQDC REPORT](#)

PSE STORE OBSERVATION



REAMING THE INJURY OBSERVATION

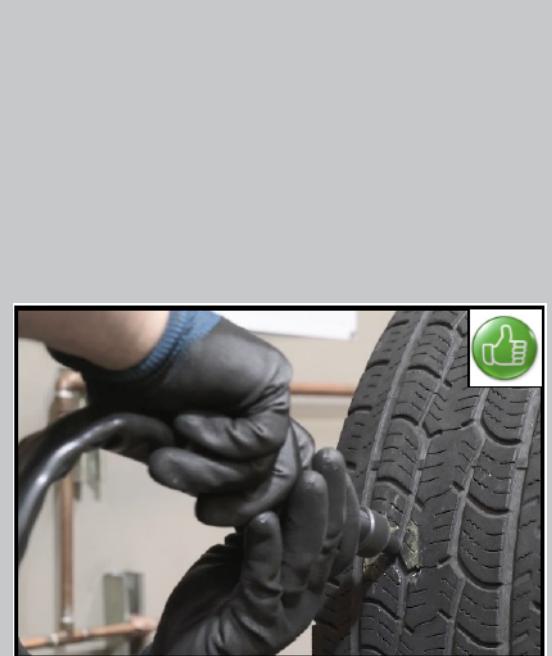
The Repairing the Injury Best Practice is not just to ensure the customer's safety but also to keep our people safe. The "Reaming the Injury" observation focuses on hand placement to avoid hand injuries while maintaining the quality of the repair. The average cost of a hand injury in 2020 was around \$1,027 and this doesn't include time away from work.

Read the "SAFE" and 'AT RISK" notes on the observation sheet and use to coach your people.

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

 **Print:**

[Observe and Coach Reaming the Injury.](#)



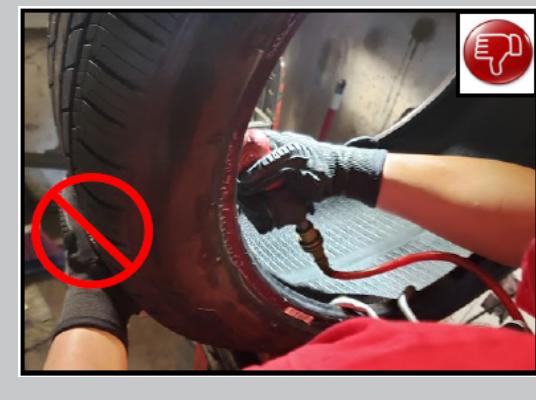
Observe and Coach:

- Complete a minimum of 10 observations (there are 10 on each sheet)
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**) • • • • • • • • • •
- After each observation, share the results with the employee you observed.

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

SAFE
OR
AT RISK

SAFETY		OBSERVE AND COACH	
		REAMING THE INJURY	
When reaming the injury, employees has both hands on the drill, and does not place hands or other body parts in the path of the carbide cutter.			
			
For each SAFE observation 1. Praise the employee for using proper hand placement when reaming the injury 2. Remind the employee about the benefits of proper hand placement 3. Reduce the chance of injury to hands and other body parts 4. Maintain better control of the drill		For each AT RISK observation 1. Use the information below to help coach the employee a. Place both hands on the drill and keep other body parts like your face and arms out of the path of the carbide cutter b. Serious injuries have occurred when an employee free hand or arm was placed in the path of the carbide cutter c. A typical hand injury costs \$1,500 and results in time away from work. The average store would have to sell 25 units to recoup this cost.	
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SIMPLIFY | SET IN ORDER | SHINE | STANDARDIZE | SUSTAIN



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FIRE EXTINGUISHER INSPECTION

Monthly fire extinguisher inspections are required by OSHA. Be sure to check your fire extinguishers using the checklist below, verifying they meet the inspection cited regulations.

- If you need a Fire Extinguisher sign, order from the Order Safety Materials link.
- For issues with a fire extinguisher, contact maintenance for assistance.

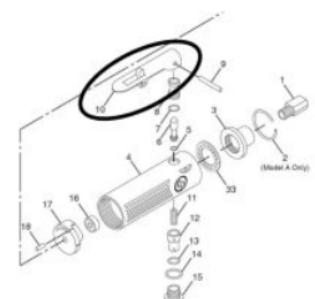


Fire Extinguisher	Fire Extinguisher 1	Fire Extinguisher 2	Fire Extinguisher 3	Fire Extinguisher 4	Fire Extinguisher 5	Fire Extinguisher 6	Fire Extinguisher 7	Fire Extinguisher 8	Fire Extinguisher 9	Fire Extinguisher 10
Inspection tag is attached										
Inspection date is within 1 year										
Pressure 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										

FLAT REPAIR DRILL & BUFFER SAFETY GUARDS

Inspect	<input checked="" type="checkbox"/>	
Throttle lock safety is present and prevents the tool from working when the lever is pressed.	<input type="checkbox"/>	
2 separate air tools for the drill and the contour rasp are present. This prevents the need to switch out bits.	<input type="checkbox"/>	

To order replacement throttle locks, go to



Chicago Pneumatic Lever-Throttle Locking Trigger (Replacement Part)

SKU#: DST98402

IN STOCK

Article Number : 98402

Qty:

[Add To Rush Order](#)

[Add To Store Order](#)



Remember to unhook the tool from the airline when changing out the throttle lock, or putting in a new rasp or bit.

[CONTINUE TO PAGE 7 >](#)



MARKETING



SAFETY & QUALITY
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SAFETY QUALITY FOCUSED REPAIRING THE INJURY

Manager Focused Tips for February. A Tire Repair Preview and 5S Refresher for Managers.

You have 3 action items, follow the instruction below to complete.

► Watch Video As A Team:

Watch the video with your team and take the short assessment that follows the video.

► Remember to maintain social distancing.

Scan Here



► Display your posters:

Do you need a replacement or a new plastic sleeve for your poster?

- Go to the Safety Quality Focused Page
 - Quick Links
 - Poster and Frame Order Form

► Remember: You can scan the QR code on the poster to view the video outside of the KC.

FEATURED



MANAGER
FOCUSED

Tips for February

Tire Repair Preview & 5S Refresher

Manager Focused Tips for February. A Tire Repair Preview & 5S Refresher for Managers



TIRE REPAIR

Largest areas for improvement



1. Inspecting the assembly in the dunk tank BEFORE the repair process.



2. Re-dunking AFTER all repairs to know 100% you fixed all air leaks.



3. Disinfect the face shield after EVERY use.



► Watch Video With Your Manager:

Please watch the Manager Focused Tire Repair Preview 5S Refresher video with your manager and take the short assessment.

Scan Here



FEEDBACK ON THIS MONTH'S TOPIC

SURVEY ENTER RESPONSES HERE

1. What conversations did you and your team have when reviewing the OSHA 300A Summary?

1. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

