

# SAFETY QUALITY FOCUS

JANUARY 2021



LET'S GET YOU TAKEN CARE OF®

## STORES

This year, we will continue to provide safety & 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**.

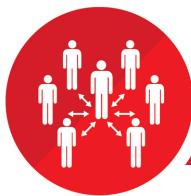
## FEEDBACK ON THIS MONTH'S TOPIC

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 ➤**



# SENIOR



**SAFETY & QUALITY  
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## TIRE REGISTRATION CARD OBSERVATION

When a customer purchases tires, we are required by federal law to provide them with a partially completed (tire identification number, tire brand, and site number) Tire Registration Card. This registration allows the manufacturer to notify them in the event of a tire recall.

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

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

 **Print:**

[Observe and Coach Tire Registration Card](#)

\*\*\* IMPORTANT \*\*\*

In case of a recall, we can reach you only if we have your name and address. You MUST send in this card to be on our recall list ..... DO IT TODAY!

CUSTOMER'S NAME (PLEASE PRINT LAST NAME FIRST)	
CUSTOMER'S ADDRESS	
APT / SUITE	
CITY	
STATE	ZIP CODE
SELLING DEALER ADDRESS	
DEALER STORE #	
DISCOUNT TIRE	
20225 N. SCOTTSDALE ROAD	
SCOTTSDALE, AZ 85255	
FEDERAL LAW RESTRICTS CUSTOMER NAME AND ADDRESS INFORMATION TO BE USED FOR RECALL PURPOSES ONLY	

OMB Control No. 2127-0050  
SHADED AREAS MUST BE FILLED IN BY SELLER  
Please Print Tire Brand Soles

CGMA: CGMA All Brand Form — All Rights Reserved

DATE / /

**TIRE IDENTIFICATION NUMBERS**

QTY	1	2	3	4	5	6	7	8	9	10	11	12	13
2	M	A	L	9	A	B	C	D	O	0	2	4	2
2	M	A	L	9	A	B	C	D	O	0	3	5	2

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DATE / /

**SAFE**

OR

**AT RISK**

### 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.

**SAFETY**      **OBSERVE AND COACH**  
[TIRE REGISTRATION CARD]

1. CC (or Service Tech) fills out the tire brand, the tire identification information, and site number on the card.  
2. SC returns card to customer and asks them to fill out the customer information portion and mail it in.

SAFETY	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 filling out and providing the card to Our Customer:

- Helps Our Customers when the tire manufacturer recalls the customer's tires
- It's Federal Law
- Shows Our Customers their safety is one of our top priorities

For each **AT RISK** observation

1. Use the information below to help coach the employee:

- Filling out the Tire Registration Card and providing it to every customer that purchases a tire is a **CRITICAL TO SAFETY** Best Practice, which means **4 MUST** be done every time.
- This registration allows the manufacturer to notify the customer in the event of a tire recall.
- Providing a properly filled out Tire Registration Card to every customer that purchases a tire is required by federal law.
- Fines and penalties may be assessed for failure to follow this federal law.

**IMPORTANT \*\*\***

In case of a recall, we can reach you only if we have your name and address. You MUST send in this card to be on our recall list ..... DO IT TODAY!

CUSTOMER'S NAME (PLEASE PRINT LAST NAME FIRST)	
CUSTOMER'S ADDRESS	
APT / SUITE	
CITY	
STATE	ZIP CODE
SELLING DEALER ADDRESS	
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**TIRE IDENTIFICATION NUMBERS**

QTY	1	2	3	4	5	6	7	8	9	10	11	12	13
2	M	A	L	9	A	B	C	D	O	0	2	4	2
2	M	A	L	9	A	B	C	D	O	0	3	5	2

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DATE / /

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# WORKFLOW



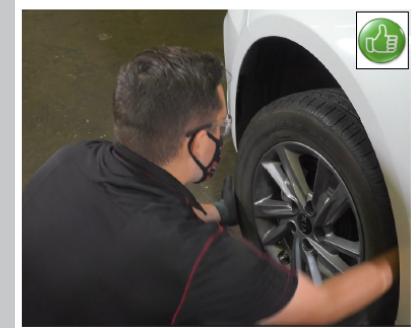
**SAFETY & QUALITY  
FOCUSED**

## HAND SAFETY OBSERVATIONS

The observations this month will be focused on hand safety. Hand injuries have been a top issue this past year with about 900 incidents at an average cost of \$1027 per injury. By following Best Practices, hand injuries can be prevented. Proper hand placement is important during removing the assembly from the hub as well as when removing lug nuts.

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 Removing Assembly From Hub](#)

[Observe and Coach Removing Lug Nuts](#)



### Observe and Coach:

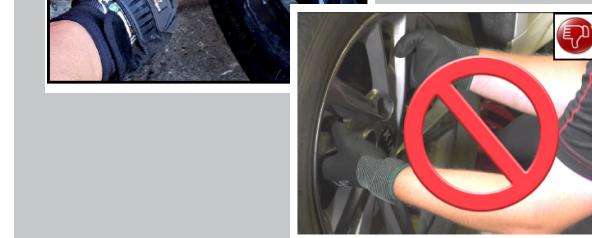
- Complete a minimum of 10 observations (there are 10 on each sheet)
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**) • • • • •
- After each observation, share the results with the employee you observed.

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

**SAFE**

**OR**

**AT RISK**



SAFETY		OBSERVE AND COACH		REMOVING THE ASSEMBLY											
Observe remove assembly from the hub by placing the hand either below the wheel spoke or hub.															
For each <b>SAFE</b> observation		For each <b>AT RISK</b> observation		SAFE AT RISK											
 		 		<table border="1"> <tr><td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td></tr> </table>		1	2	3	4	5	6	7	8	9	10
1	2	3	4	5	6	7	8	9	10						
1. Please the employee for using proper hand placement. 2. Encourage employee of the benefit of using proper hand placement when removing lug nuts. 3. Encourage employee to use a wrench or socket when removing lug nuts. 4. Encourage employee to use a wrench or socket when removing lug nuts. 5. Encourage employee to use a wrench or socket when removing lug nuts. 6. Encourage employee to use a wrench or socket when removing lug nuts. 7. Encourage employee to use a wrench or socket when removing lug nuts. 8. Encourage employee to use a wrench or socket when removing lug nuts. 9. Encourage employee to use a wrench or socket when removing lug nuts. 10. Encourage employee to use a wrench or socket when removing lug nuts.															
1. Use the information below to help coach the employee: 2. When removing the assembly place the hand either below the wheel spoke or hub. 3. Do not grip the hub or wheel when removing the assembly. 4. Do not grip the hub or wheel when placing parts on or off the assembly. 5. Do not grip the hub or wheel when placing parts on or off the assembly. 6. Do not grip the hub or wheel when placing parts on or off the assembly. 7. Do not grip the hub or wheel when placing parts on or off the assembly. 8. Do not grip the hub or wheel when placing parts on or off the assembly. 9. Do not grip the hub or wheel when placing parts on or off the assembly. 10. Do not grip the hub or wheel when placing parts on or off the assembly.															



# 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										

## SOCKET INSPECTION

To avoid issues with sockets, inspect your sockets on a regular basis to ensure they are in working conditions. If your sockets show any sign of wear and tear, please replace them.

Things to look for:

- Broken/missing parts/pieces
- Worn/damaged and/or sharp edges
- Corroded
- Taped with the correct colored tape
- Properly placed on tool stands



To order a replacement go to EZ Garage, select the type/size you need, and place your order.



Remember to inspect your tools and equipment daily.





# MARKETING



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## SAFETY QUALITY FOCUSED RECAP & LOOKING AHEAD

To start off the year, the Safety Quality Focused video will be a recap of 2020 and looking ahead to what's next in 2021.

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.

Scan Here



➤ Remember to maintain social distancing.

### ➤ 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.

### ▶ Watch Video With Your Manager:

Please watch the Manager Focused Recap & Looking Ahead video with your manager and take the short assessment.

Scan Here



## FEEDBACK ON THIS MONTH'S TOPIC

1. How do you and your team plan to prevent hand injuries this year?

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

## SURVEY ENTER RESPONSES HERE

FEATURED



**MANAGER  
FOCUSED**

**2020 Recap &  
Looking forward to 2021**

### Recap & Looking Ahead

A year end recap of the Manager Focused program and what is ahead in 2021.



**10 reasons  
you should  
SCAN, WATCH,  
& WIN  
every month  
in 2021!**

1. It's quick and easy
2. Prevent injuries to yourself
3. Prevent injuries to others
4. Prevent vehicle damage
5. Learn the Best Practices
6. Learn to be safer at your job
7. Refresh your knowledge
8. Improve customer service
9. Reduce returns for service
10. Duh, it's \$500 and everyone loves winning money!



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