

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



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](#)

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.

For each SAFE observation

- Praise the employee for executing this CRITICAL TO SAFETY Best Practice.
- Remind the employee about the benefits of filling out and providing the card to Our Customer.
 - Helps to inform 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

- Use the information below to help coach the employee:
 - Filling out the Tire Registration Card and providing it to every customer that purchases a new or used tire is a CRITICAL TO SAFETY Best Practice, which means it 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!

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

CUSTOMER'S NAME (PLEASE PRINT LAST NAME FIRST)

CUSTOMER'S ADDRESS APT / SUITE

CITY

STATE ZIP CODE

SELLING DEALER ADDRESS

DEALER STORE # 1182

DISCOUNT TIRE
20225 N. SCOTTSDALE ROAD
SCOTTSDALE, AZ 85255

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	O	O	2	4	2	0
2	M	A	L	9	A	B	C	O	O	3	5	2	0

FEDERAL LAW RESTRICTS CUSTOMER NAME AND ADDRESS INFORMATION TO BE USED FOR RECALL PURPOSES ONLY

SAFE

OR

AT RISK

IMPORTANT
I, 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!

OMB Control No. 2127-0050
SHADED AREAS MUST BE FILLED IN BY SELLER
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20225 N. SCOTTSDALE ROAD
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TIRE IDENTIFICATION NUMBERS

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

FEDERAL LAW RESTRICTS CUSTOMER NAME AND ADDRESS INFORMATION TO BE USED FOR RECALL PURPOSES ONLY

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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:

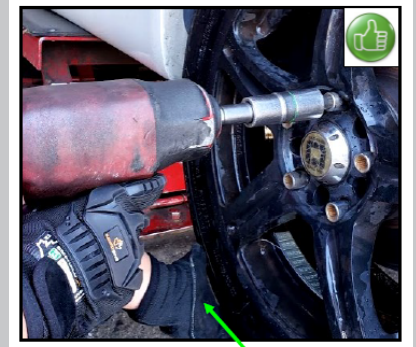
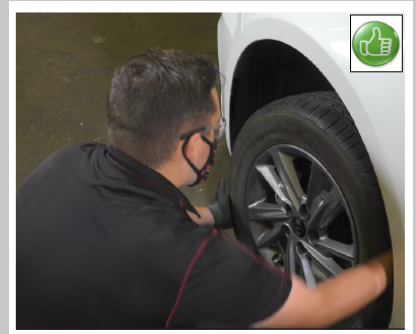
[Observe and Coach Removing Assembly From Hub](#)

[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.

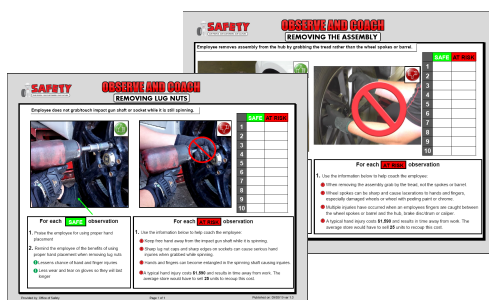
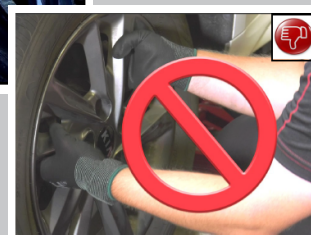
- Remember to praise your people for executing safely, and coach those that you observe at risk.



SAFE

OR

AT RISK



CONTINUE TO PAGE 4



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.



CONTINUE TO PAGE 5 >



MARKETING



**SAFETY & QUALITY
FOCUSED**

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.

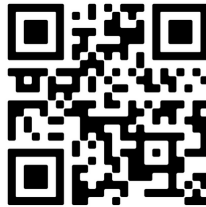
You have 3 action items, follow the instruction below to complete.



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



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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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

