

SAFETY QUALITY FOCUS

JUNE 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 ➤



TIRE BAR OBSERVATION

Last year over 300 people were injured by the tire bar! Please observe your people this month and coach them on the safe behaviors necessary to prevent tire bar injuries. Tire bar injuries can be particularly devastating, often resulting in broken teeth and facial lacerations.



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



Print:

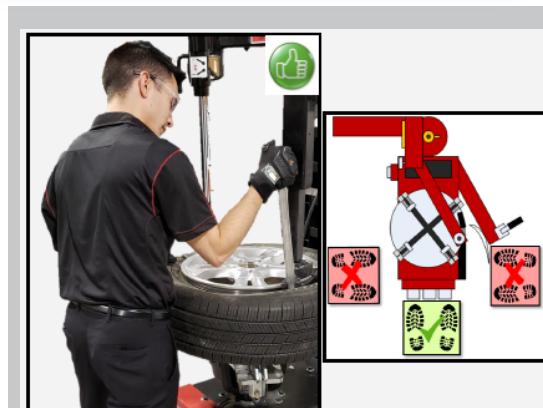
[Observe and Coach Tire Bar](#)

Observe and Coach:

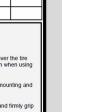
- Complete a minimum of 10 observations (there are 10 on each sheet)
- Check the appropriate column for the action completed (**SAFE** or **AT RISK**)
- After each observation, share the results with the employee you observed

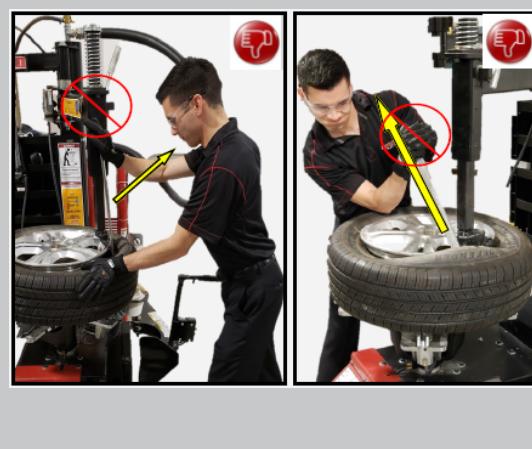


Remember to praise your people for executing safely, and coach those that you observe at risk.



SAFE
OR
AT RISK

SAFETY		OBSERVE AND COACH		TIRE BAR																							
 		 		<table border="1"> <thead> <tr> <th>SAFE</th> <th>At Risk</th> </tr> </thead> <tbody> <tr><td>1</td><td></td></tr> <tr><td>2</td><td></td></tr> <tr><td>3</td><td></td></tr> <tr><td>4</td><td></td></tr> <tr><td>5</td><td></td></tr> <tr><td>6</td><td></td></tr> <tr><td>7</td><td></td></tr> <tr><td>8</td><td></td></tr> <tr><td>9</td><td></td></tr> <tr><td>10</td><td></td></tr> </tbody> </table>		SAFE	At Risk	1		2		3		4		5		6		7		8		9		10	
SAFE	At Risk																										
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For each SAFE observation 1. Praise the employee for using proper positioning and the Robo-arm when using the tire bar 2. Remind the employee about the benefits they get from using the tire bar properly • Less chance of hitting your face and head • Less chance of damaging a customer's wheel or leaving the bead of a tire • Less stress on arms, shoulders, and wrists		For each AT RISK observation 1. Use the information below to help coach the employee • Stand at the pedestal at 6 o'clock / Arm at 3) and use an arc welding motion to maneuver the tire bead over the duck head. Never stand at the 3 o'clock or 9 o'clock position when using the tire bar • Use the Robo-arm and other helpful tools like the broad bar to assist with mounting and demounting. Never use 2 tire bars. Stop and ask for help if you need it • Make sure you are ready to dry your hands if needed before using the tire bar and firmly grip the tire bar • In 2018, the average tire bar injury cost is \$207K. Many tire bar injuries result in facial lacerations, tooth loss, and time away from work																									
<small>Provided by: Office of Safety Designed by: Office of Safety</small>																											
<small>1 of 1 © 2019 The Reinalt-Thomas Corporation Published on: NATION ver 1.0</small>																											



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RAISING AND LOWERING THE VEHICLE OBSERVATIONS

This month, we will continue to focus on Best Practices for Raising and Lowering Vehicles. Many injuries and vehicle damage claims can be prevented if we just follow Our Best Practices.

Observe and coach your people during raising and lowering the vehicle. Explain the importance of proper lift/jack placement, verbal communications before lifting/lowering the vehicle, clearing the vehicle before lowering, and not putting any body part under the assembly.

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 Lowering the Vehicle

Observe and Coach:

Each observation sheet has three 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		RAISING THE VEHICLE		SAFETY	
High risk of employee injury. If not done					
Employee being observed				SAFE	AT RISK
		<ul style="list-style-type: none"> Plates the lift or jack accessories appropriately at solid raising points. Walks around vehicle to ensure area is clear of tools or obstructions. Announces var 'r' 'Going up on the bay...' and receives acknowledgement from supervisor. Raises the vehicle until all tires being serviced have been raised at minimum past the first locking point. 			Tally up all "SAFE" processes and record the score below:
		Confirms the vehicle is secure and stable by gently pushing the rear tire.			SAFE
Employee being observed				SAFE	AT RISK
		<ul style="list-style-type: none"> Plates the lift or jack accessories appropriately at solid raising points. Walks around vehicle to ensure area is clear of tools or obstructions. Announces var 'r' 'Going up on the bay...' and receives acknowledgement from supervisor. Raises the vehicle until all tires being serviced have been raised at minimum past the first locking point. 			Tally up all "SAFE" processes and record the score below:
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		Confirms the vehicle is secure and stable by gently pushing the rear tire.			SAFE

OBSERVE AND COACH LOWERING THE VEHICLE		SAFETY	
- High risk of employee injury, if not done correctly		Tally up all "Safe" processes and record the score below:	
Employee has been observed:		SAFE	AT RISK
	<p>Walks around vehicle to ensure area is clear of tools or obstructions.</p> <p>Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.</p> <p>Announces car is "coming down Torque it bay" _____ and receives acknowledgement from another Service Tech.</p> <p>Lower's the vehicle until the tire touches the ground.</p> <p>Confirms each assembly has been torqued.</p> <p>Announces car is "coming down Torque it bay" _____ and waits for acknowledgement from another Service Tech, and lowers the vehicle completely.</p> <p>Returns the IIT blocks and/or jacks to storage and cleans up the floor around the IIT.</p>		Tally up all "Safe" processes and record the score below:
Employee has been observed:		SAFE	AT RISK
	<p>Walks around vehicle to ensure area is clear of tools or obstructions.</p> <p>Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.</p> <p>Announces car is "coming down Torque it bay" _____ and receives acknowledgement from another Service Tech.</p> <p>Lower's the vehicle until the tire touches the ground.</p> <p>Confirms each assembly has been torqued.</p> <p>Announces car is "coming down all the way in bay" _____ and waits for acknowledgement from another Service Tech, and lowers the vehicle completely.</p> <p>Returns the IIT blocks and/or jacks to storage and cleans up the floor around the IIT.</p>		Tally up all "Safe" processes and record the score below:
Employee has been observed:		SAFE	AT RISK
	<p>Walks around vehicle to ensure area is clear of tools or obstructions.</p> <p>Confirms all assemblies have been pre-torqued with an impact wrench and torque stick.</p> <p>Announces car is "coming down Torque it bay" _____ and receives acknowledgement from another Service Tech.</p> <p>Lower's the vehicle until the tire touches the ground.</p> <p>Confirms each assembly has been torqued.</p> <p>Announces car is "coming down all the way in bay" _____ and waits for acknowledgement from another Service Tech, and lowers the vehicle completely.</p> <p>Returns the IIT blocks and/or jacks to storage and cleans up the floor around the IIT.</p>		Tally up all "Safe" processes and record the score below:

Provided by: Safety
Designed by: Safety, Creative & Marketing



WORKFLOW



**SAFETY & QUALITY
FOCUSSED**

SAFETY & QUALITY FOCUSED | June 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.

Removing & Installing Assemblies

(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).

Workflow Simplified

(Tips from Store Managers)



Manager Focused



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

3 Hang up all June 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



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



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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										

REPLACE TIRE BAR TAPE



!!DO NOT CUT THE OLD TAPE OFF!!

UNWRAP AND RE-WRAP

Need more tape??



CLICK HERE
Username: store code, (i.e. AZP99)
Password: site number + 00, (i.e. 123400)

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SENIOR



**SAFETY & QUALITY
FOCUSED**

WORKPLACE SAFETY

One of our safety team members (Dalia Gonzalez) needs your help in completing her dissertation project to earn her PhD. If you are interested in volunteering some of your time to help Dalia out, please read the instructions below.

My name is Dalia Gonzalez and I am completing a doctoral degree at Grand Canyon University. As part of my doctoral dissertation, I am seeking participants to assist me with a study on workplace safety in the automotive industry.

You can participate in this study if you:

- Are age 18 or older.
- Are currently the Safety Leader/Safety Manager.

You cannot participate in this study if you:

- Are less than 18 years of age.
- Are not a Safety Leader/Safety Manager.

The activities for this research project will include:

- **What:** Complete a survey regarding workplace safety that will take about 10 minutes. An optional demographic questionnaire asking the following questions will be made available: time with company; time as a Safety Leader/Safety Manager; Safety Leader training completion. (You do not have to answer these questions if you choose not to as they are optional. The demographic questions will be used to provide background information only).
- **When:** At your convenience
- **Where:** Via an Alchemer survey link
- **How:** On your computer

Your participation in this study is voluntary. Participation in the study involves completing an anonymous survey. No personal information will be asked of you. If you have any questions about the study, you may contact me by email at dgonzalez46@my.gcu.edu or call 480-292-6410. Thank you!

If you are interested in participating in this study, please click on the link below:

<https://survey.alchemer.com/s3/6344289/Workplace-Safety>



Heat Illness Awareness

Last month, we provided you with some resources that were to be shared with your people. Verify that these resources have been displayed, discussed, and ordered. In addition, watch the Heat Illness Prevention video with your team.

- Display Posters** - Are You Hydrated, Drink More Water, and Water vs Energy
Drinks posters ([DT Prints](#))
- Review Information** - Click on the link below
[Warning Signs and Symptoms of Heat Related Illness](#)
- Order Cooling Towels** - [EZ Garage](#) (article # 91048)
- Watch the Video** - Heat Illness Prevention video on the Safety Page banner



**FEEDBACK
ON THIS MONTH'S TOPIC**

**SURVEY
ENTER RESPONSES HERE**

1. What 2 Service Area Best Practices do you feel you and your team have the greatest opportunity for improvement in and what will you do to improve?
2. Once all action items have been completed, click the **survey link above** to enter your responses and acknowledge completion.

