

# SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

AUG 2022

## 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 have split up the monthly Safety Action Items by AOR to ensure your store leadership is directly involved in creating a safe work environment.

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**

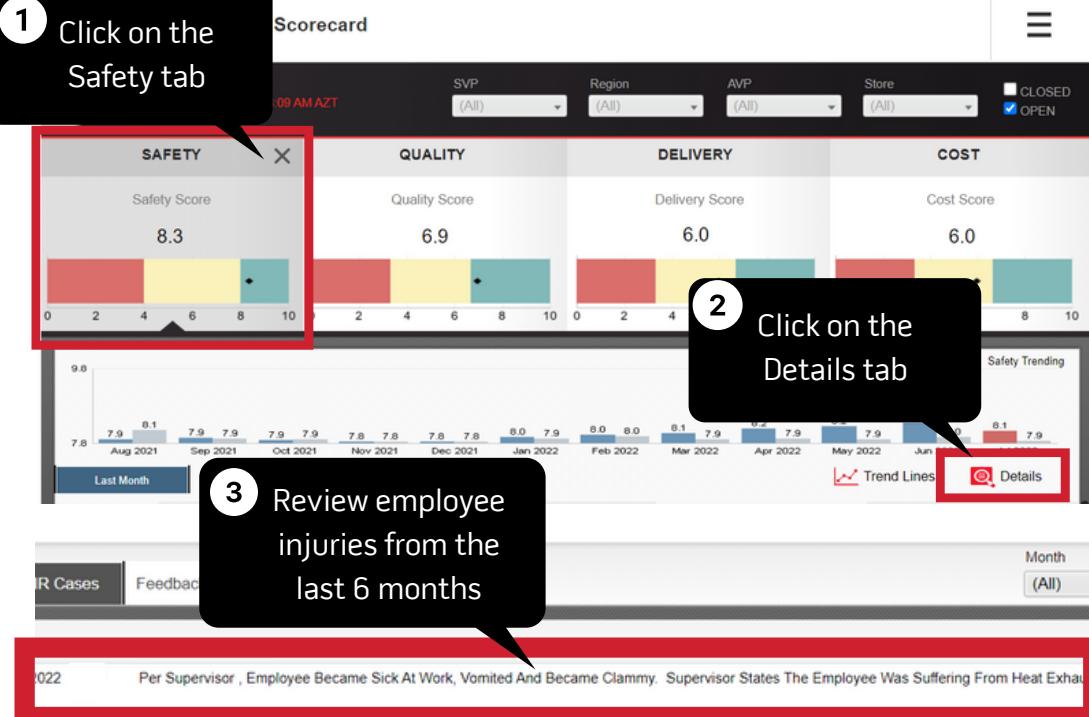


## SQDC Scorecard - Assessing Our Gauges

Reviewing Vehicle Damage and Employee Injury Claims Using the Details tab.

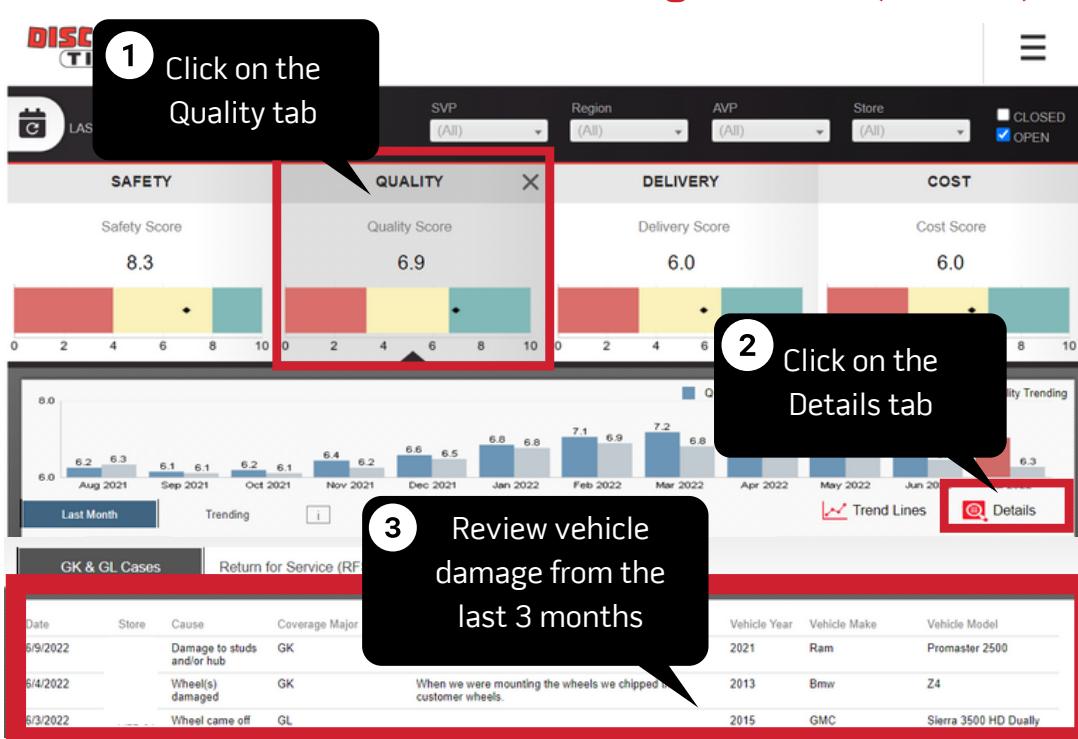
### Review Employee Injuries (TRIR & DART)

- 1 Click on the Safety tab



### Review Customer Vehicle Damage Claims (GK/GL)

- 1 Click on the Quality tab



## What Does a Claim Really Cost?

When adding up the costs of a claim, we often fail to consider the indirect costs. For an employee injury, the indirect costs can be 4 to 5 times the direct cost.

Indirect costs include things like

- Lost productivity
- Time spent reporting and investigating the claim
- Lost wages
- Re-training

A \$500 doctor visit could actually be costing you \$2500!



### CALL TO ACTION:

Make it a habit to regularly review employee injuries and vehicle damage claims.

Look for trends as you assess your gauges. Use the trendline feature to help out.

- What day(s) of the week are claims occurring?
- Is there a common claim type, like stud & hub damage, or parking lot accidents?
- Types of injuries? Strains and sprains?
- Are you trending up or down?

**CONTINUE TO PAGE 3** >



## MOVING VEHICLES OBSERVATION

### Here's an actual incident description from last month.

"Employee states he was standing at a tire changer airing up a tire and directing a car to come into the service bay. The driver hit the tire changer, the tire moved over causing the employee to fall then the tire changer fell on top of his hand."

Click here to open and print



### OBSERVE AND COACH MOVING VEHICLES



**Call to action:** Complete as many observations as possible.

### Observation Sheet

**SAFETY**      **OBSERVE AND COACH**  
**MOVING VEHICLES**

Vehicle comes to a complete stop before pulling in and honks twice. If present, employees are cleared from in front of the vehicle before it begins changing, 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.

**SAFE**      **AT RISK**

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

**For each **SAFE** observation**

1. Praise your people for not standing or working in the path of a moving vehicle.
2. Remind the employee about the benefits of not being near workers in front of or behind a vehicle being pulled in or out.
3. Simply put, they are less likely to be struck and injured by a moving vehicle.

**For each **AT RISK** observation**

1. Immediately stop the vehicle and clear the area in front of and behind the vehicle
  - Coach the guide to make sure they know that no one is allowed in front of or behind the vehicle when it is 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 and they have a guide.
  - 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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## EQUIPMENT MAINTENANCE



### DUCK HEAD

Inspect Duck Head for cracks or excessive wear.



### TIRE CHANGER CLAMPS

Inspect Tire Changer Clamp inserts for excessive wear. If you need replacement, please



[dtezgarage.com](http://dtezgarage.com)  
ORDER HERE



### Maxx Clamp Rebuild Kit

SKU#: DST90016  
IN STOCK

**CONTINUE TO PAGE 4 >**



## SAFETY & QUALITY FOCUSED | August 2022

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.

### Moving Vehicles - Communication

(Best Practices, Safety and 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).

### Prevent Damage & Injury Through Observation

(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.

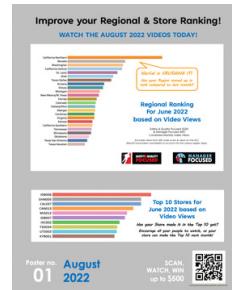
#### Large Poster



#### Manager's Mini Poster



#### Service Area Mini Poster



#### Service Area Mini Poster



#### Poster & Frame Order Form



#### Service Area Mini Poster



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# OSHA COMPLIANCE - MONTHLY INSPECTION

5S Assistant Managers: use the inspection below to ensure your store is compliant with our most commonly cited OSHA standards. Failure to be prepared in the event of an inspection can be costly. Recent fines have ranged from \$1000 to over \$10,000!!! In addition, being clean and organized will help prevent injuries.

	INSPECTION ITEM	SAFE	AT RISK
1	First aid kit is fully stocked and does not have any unnecessary items in it (i.e. razors, keys, shaving cream, pill bottles).	<input type="checkbox"/>	<input type="checkbox"/>
2	All Employees know how to locate the Safety Data Sheets (SDS) on the KC or Safety Page.	<input type="checkbox"/>	<input type="checkbox"/>
3	Exit routes are free and unobstructed. No materials or equipment may be placed, either permanently or temporarily, within the exit route.	<input type="checkbox"/>	<input type="checkbox"/>
4	Each exit door is marked by a sign reading "Exit."	<input type="checkbox"/>	<input type="checkbox"/>
5	All aisles are kept clear of tires (Minimum of 28" wide. No tires/wheels stacked in aisles, everything must be in a rack. This includes upper mezzanine level)	<input type="checkbox"/>	<input type="checkbox"/>
6	Exit doors are unlocked during business hours (Remove locks, panic bars, and any other security devices)	<input type="checkbox"/>	<input type="checkbox"/>
7	Electrical breaker panels and service disconnects have 36 inches of clearance and are accessible	<input type="checkbox"/>	<input type="checkbox"/>
8	All spray bottles or other types of bottles are clearly marked with the proper contents	<input type="checkbox"/>	<input type="checkbox"/>
9	All chemicals at the location (excluding household cleaners) can be found on the Safety Data Sheets (If not, you should not have it)	<input type="checkbox"/>	<input type="checkbox"/>
10	All electrical outlets and junction boxes are secured and in good condition (no cracking, exposed wires or missing faceplates)	<input type="checkbox"/>	<input type="checkbox"/>
11	Extension cords are not being used permanently	<input type="checkbox"/>	<input type="checkbox"/>

## JACKS

Jack #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Jack handle screw is tight															
Front wheel clips installed															
Rear wheels are oiled and tight															
Cylinders are free of leaks															
Jack rises with first 2 full pumps															
Weight capacity sticker present															

## FIRE EXTINGUISHERS

Fire Extinguisher #	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
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															

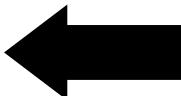
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# Review the Changing Tires Best Practice

Review the Changing Tires Best Practice with your peers. Share with your people the observation you will be conducting for the month.

As you coach your people, remember to refer back to the Best Practice to ensure you are coaching with the most current information.



**CLICK ON THE IMAGE**

or go to the Certified Best Practices page on the KC to print out this Best Practice.

## Service Techs & Safety Roles



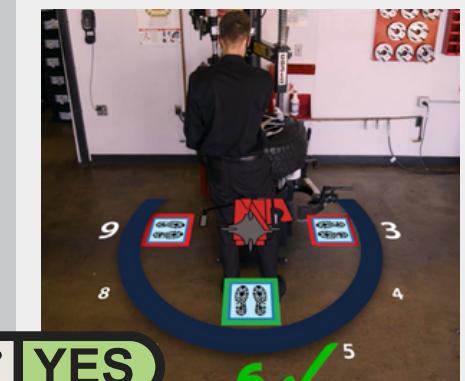
Below are your responsibilities each month:

- Read through your section, which is posted on the 1st Monday of the month
- Complete the action item in your section
- Report to your Safety Leader (Senior Assistant) your findings or if you need further guidance

# OBSERVE AND COACH

## Tire Bar Observation

OBSERVE AND COACH		TIRE BAR		SAFETY	
= High risk of employee injury, if not done					
Employee being observed:	Uses only 1 tire bar	<span style="background-color: green; color: white; padding: 2px;">SAFE</span>	<span style="background-color: red; color: white; padding: 2px;">AT RISK</span>	Tally up all "Safe" processes and record the score below: <div style="border: 1px solid black; padding: 2px; display: inline-block;"> <span style="background-color: green; color: white; padding: 2px;">SAFE</span>  <b>SCORE</b>            /5         </div>	
	Stands at the 6 O'Clock position (front of the changer)				
	Firmly grasps the tire bar throughout the whole process (no open palm)				
	Does not release grip until all tension is released from the tire bar				
	Keeps face out of danger zone (path of the tire bar)				



## TIRE BAR TAPE

We cannot stress how important it is to inspect for worn or damaged tape on tire bars and replacing it when needed. Tire bar injuries have increased over the last few months.

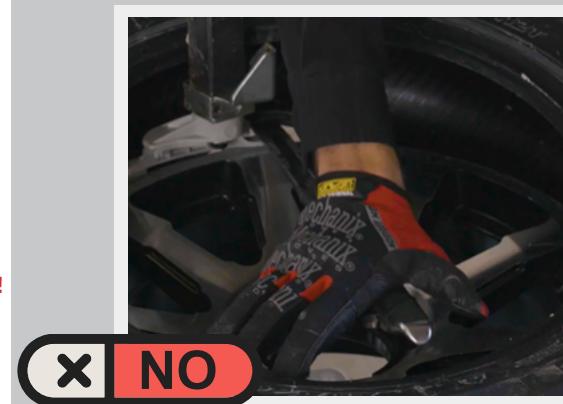
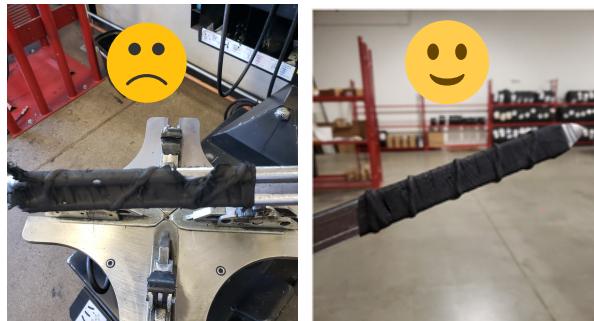
Remember to unwrap and re-wrap when replacing the tape.



**!!DO NOT CUT THE OLD TAPE OFF!!**  
UNWRAP AND RE-WRAP

Need more tape?

Reorder from [EZGarage](#)



**CONTINUE TO PAGE 7 >**



# CRITICAL TO SAFETY BEST PRACTICE QUIZ

We're back with another Best Practice Quiz! You may remember a similar quiz back in April. We also saw our lowest injury rate so far this year in April.

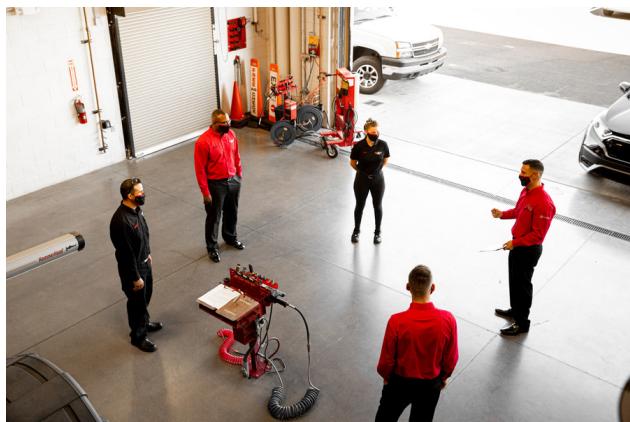
We're continuing to focus on this because about **50% of all injury claims can be tied back to failure to execute a Best Practice**. Best Practices call out specific "**Critical to Safety**" steps to emphasize their importance to ensure Safety and Quality and **MUST** be followed.

**MUST** indicates a **MANDATORY** requirement; do it this way every time.

## Quiz your team in a Morning Huddle. How well do you know these Critical to Safety Best Practices?

Use the information below to quiz your team on their BP knowledge. We picked out some of the Critical to Safety Best Practices that commonly lead to injuries or vehicle damage when not followed. Again, this may seem over simplified but use it as a quick refresher for your people.

Best Practice	Question / Fill in the Blank/ True or False	Answer
AIR CHECK	<b>Q:</b> Why do we ask every customer to turn off their vehicle before performing an air check?	<b>A:</b> Prevents not only the customer from driving away also prevents you from passing in front or behind the running vehicle.
BALANCING	<b>Q:</b> The _____ must be used every time to lift an assembly up to and off the balancer, regardless of the size of the assembly.	<b>A:</b> Balancer Lift
CHANGING TIRES	<b>Q:</b> What must the pressure in any tire be before breaking the bead?	<b>A:</b> 0 PSI
CHANGING TIRES	<b>Q:</b> T or F – You should ask for help when lifting a heavy assembly on to and off of the changer.	<b>A:</b> T – Prevent back injuries and ask for help with heavy assemblies
INSTALLING/REMOVING THE ASSEMBLY	<b>Q:</b> When can you have your legs and/or feet placed under a raised vehicle?	<b>A:</b> Never, enter the zone beneath a lifted vehicle
RAISING & LOWERING THE VEHICLE	<b>Q:</b> T or F – You must physically look around the vehicle before raising or lowering it to check for tools, debris, and your coworkers.	<b>A:</b> T – Never assume a vehicle is clear to raise or lower.
REPAIRING THE INJURY	<b>Q:</b> What 2 items of PPE are required when repairing the injury?	<b>A:</b> Face Shield and Gloves
PULLING VEHICLES INTO AND OUT OF THE BAY	<b>Q:</b> How many employees or customers can safely be in front or behind the running vehicle?	<b>A:</b> 0 Employees or Customers



## FEEDBACK ON THIS MONTH'S TOPIC

How did you deliver the Best Practice quiz to your team? How well did your team do at answering the questions? What questions were missed if any?

**SURVEY**  
Enter responses here