

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF®

DECEMBER 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



SAFETY & QUALITY FOCUSED | December 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.

Year End Recap and Looking Ahead to 2023

(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).

Improving Store Performance in 2023

(Tips from Store Managers)



Manager Focused



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

3 Hang up all December 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

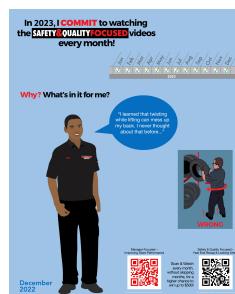
scan, watch, win.



Poster & Frame Order Form



Service Area Mini Poster



Manager's Mini Poster



Service Area Mini Poster

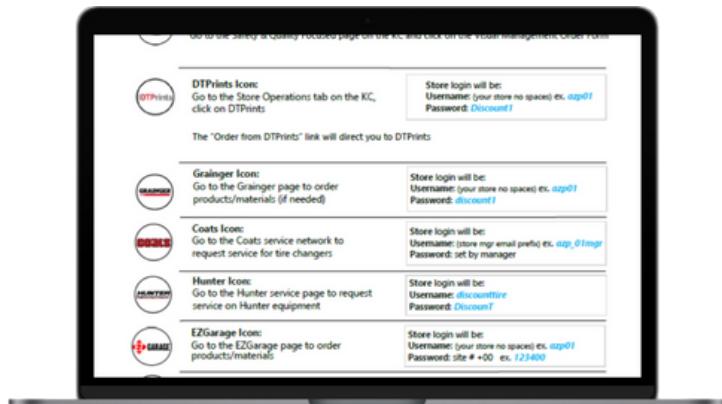




Store Inspection 2022 Workflow Sections

Complete your portion of the Store Inspection Checklist

- 1 Your Senior Assistant Manager should have your sections of the Store Inspection Checklist for you.
- 2 Complete your sections by marking Safe or At Risk for each item on the checklist.
- 3 Any "At Risk" items will need to be corrected. To order items or place a work order, reference the Instructions page on the Store Inspection Checklist.
- 4 Once completed, submit to your Senior Assistant Manager.



WORKFLOW AOR		
SAFETY WORKING AREA All work areas are clearly identified Working area is free of clutter, debris, and debris Working area is clearly identified (e.g. painted areas under right) PERSONNEL All employees are properly trained Training is up to date (e.g. new hire, annual refresher) Training is up to date (e.g. new hire, annual refresher) HAZARD All potential hazards are identified and controlled Training is up to date (e.g. new hire, annual refresher) SAFETY EQUIPMENT All safety equipment is available and in good working order Training is up to date (e.g. new hire, annual refresher) SAFETY TRAINING All employees are trained in safety Training is up to date (e.g. new hire, annual refresher) SAFETY TOOLS All safety tools are present and in good working order Training is up to date (e.g. new hire, annual refresher)		
Safe	At Risk	Not Applicable

Store Inspection Checklist can be found in the Safety Tools Library on the Safety Page

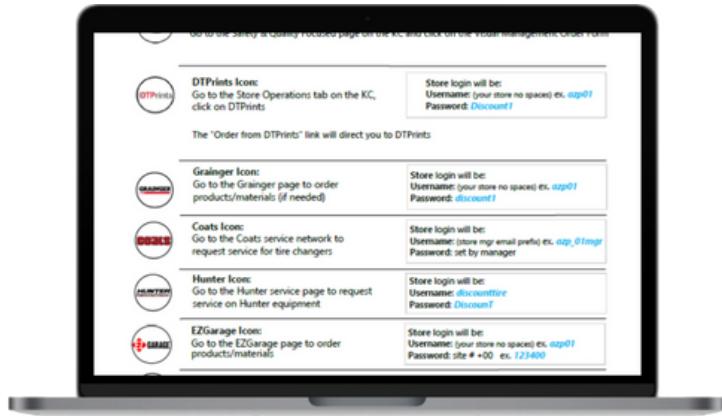
CONTINUE TO PAGE 4 >



Store Inspection 2022 Marketing Sections

Complete your portion of the Store Inspection Checklist

- 1 Your Senior Assistant Manager should have your sections of the Store Inspection Checklist for you.
- 2 Complete your sections by marking Safe or At Risk for each item on the checklist.
- 3 Any "At Risk" items will need to be corrected. To order items or place a work order, reference the Instructions page on the Store Inspection Checklist.
- 4 Once completed, submit to your Senior Assistant Manager.



Store Inspection Checklist can be found in the Safety Tools Library on the Safety Page

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

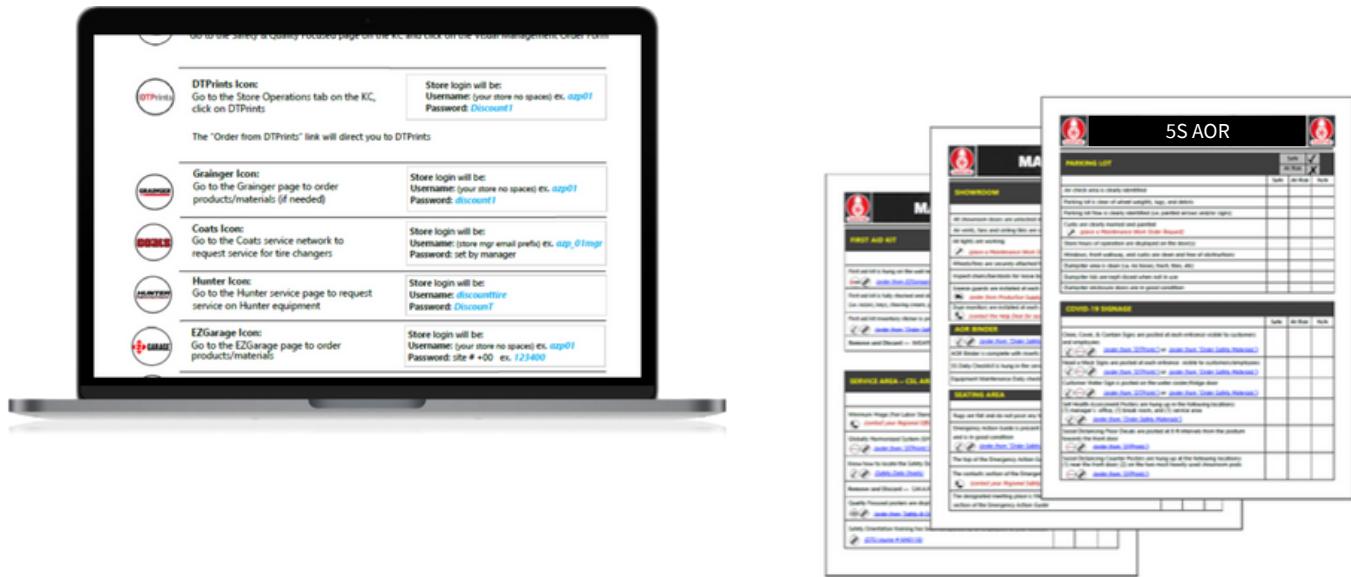
CONTINUE TO PAGE 5 >



Store Inspection 2022 5S Sections

Complete your portion of the Store Inspection Checklist

- 1** Your Senior Assistant Manager should have your sections of the Store Inspection Checklist for you.
- 2** Complete your sections by marking Safe or At Risk for each item on the checklist.
- 3** Any "At Risk" items will need to be corrected. To order items or place a work order, reference the Instructions page on the Store Inspection Checklist.
- 4** Once completed, submit to your Senior Assistant Manager.



Store Inspection Checklist can be found in the Safety Tools Library on the Safety Page

CONTINUE TO PAGE 6 >



Review the Raising the Vehicle Best Practice

Review the Raising the Vehicle 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

OBSERVE AND COACH

TIRE BAR



Actual injury that occurred in November:

"He was at a tire changer pulling up the tire bar and his foot hit the pedal to start the changer moving and his right middle finger got caught and injured."

Please review the difference between **SAFE & **AT RISK****

Most Common Injuries:

- Head
- Hands
- Shoulders



CONTINUE TO PAGE 7 >



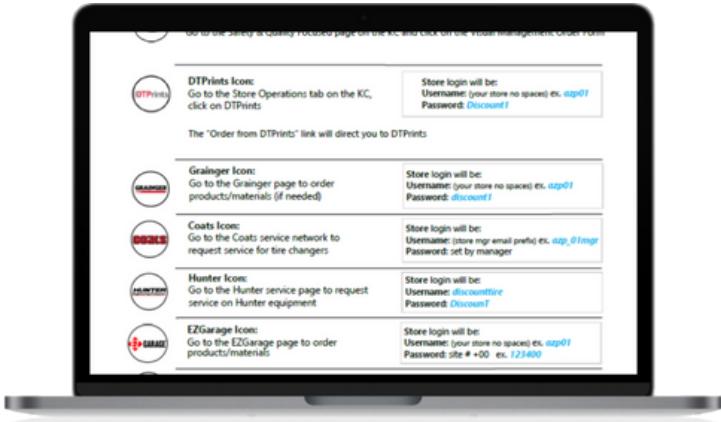
Store Inspection 2022 Senior Sections

Prior to Beginning Your Store Inspection

- Print out the **Store Inspection Checklist**  [Click Here](#)
- Review the **Instructions** pages with your AORs
- Give each AOR their sections of the **Store Inspection Checklist**

Complete your portion of the Store Inspection Checklist

- 1 Complete your sections by marking Safe or At Risk for each item on the checklist.
- 2 Any "At Risk" items will need to be corrected. To order items or place a work order, reference the Instructions page on the Store Inspection Checklist.
- 3 Once completed, submit to your Senior Assistant Manager.



FEEDBACK ON THIS MONTH'S TOPIC

1. How do you think you could use this inspection checklist throughout the year to ensure safety compliance?
2. Come up with a sustainment plan to use throughout the year for inspecting safety/quality items. Tell us about your plan.

SURVEY

[Enter responses here](#)