

SAFETY QUALITY FOCUS

LET'S GET YOU TAKEN CARE OF[®]

NOVEMBER 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.

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Operational Best Practices

Executing our Best Practices is the best way to prevent injuries and vehicle damage. How well do you and your team know the Best Practices and how well do you execute? Review the guidance below.

Best Practices are the best known procedures for ensuring an Inviting, Easy, and Safe employee and customer experience and it is **EXPECTED** that all Best Practices are followed.

Some Best Practices call out specific “Critical to Safety” and “Critical to Quality” steps to emphasize their importance to ensuring Safety and Quality and **MUST** be followed.

EXPECTED

Expected indicates do it this way every time to deliver the best possible experience for our people and our customers. However, may be adjusted to accommodate special situations.

Where Critical to Safety and Critical to Quality are *not* called out it is still **expected** that the procedures are followed. If in your best judgment there is an alternative approach that does *not* go against or bypass a Critical to Safety or Critical to Quality procedure, you have the latitude to make the customer happy. However, under no circumstances are you to jeopardize the safety of our people or our customers.

MUST

Must indicates mandatory requirement; do it this way every time.

Under no circumstances are you to jeopardize the safety of our people or our customers. If you are ever unsure how to proceed, *stop* and ask your supervisor how to proceed.

Likewise, under no circumstances are you to knowingly compromise the quality of a procedure. Again, if you are unsure, *stop* and ask your supervisor.



Critical To Safety

[click to view definition](#)

NOT
OPTIONAL



Critical To Quality

[click to view definition](#)

Processes that **MUST** be followed to ensure a safer working environment for our People, provide a quality service for our Customers, and adhere to Discount Tire's core values with regard to Integrity, Honesty, and doing what we believe is right.

Processes that **MUST** be followed to ensure the Quality of our work, increase overall delivery, and adhere to Discount Tire's core values with regard to Integrity, Honesty, and doing what we believe is right.

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Clamping the Assembly Observation

Observation Sheet

Review proper body mechanics and hand placement

Here's an actual incident description from last month.

Tire Changer Clamps: Employee states he was on a tire changer and was attempting to adjust the wheel when he lost his balance a bit causing him to hit the lever pinching his left index finger between the clamp and wheel.

Click here to open and print



OBSERVE AND COACH CLAMPING THE ASSEMBLY



Call to action: Complete as many observations as possible.

	SAFE	AT RISK
1		
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10		

EQUIPMENT MAINTENANCE

Tire Changer Pad Kit

Check that there are no broken or missing pieces to ensure best and safest use.



Rubber Ring on Balancer Cone

You can scratch and ruin a wheel quickly without a functioning rubber ring during balancing.



If any changer and balancer equipment is in need of replacement



Quick Link: **Store Orders**

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SAFETY & QUALITY FOCUSED | November 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.

Assembly Installation

(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).

Tips to Improve Your Air Checks

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all November 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.

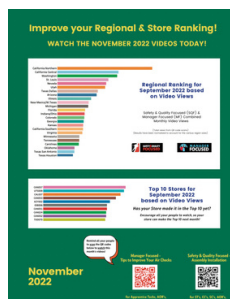
Poster & Frame Order Form



Large Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Manager's Mini Poster



CONTINUE TO PAGE 5 >



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															

CONTINUE TO PAGE 6 >



Review the Wheel Lock Removal Best Practice

Review the Wheel Lock Removal 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

Removing Lug Nuts

SAFETY **OBSERVE AND COACH**
REMOVING LUG NUTS

Employee does not grab/touch impact gun shaft or socket while it is still spinning.

	SAFE	AT RISK
1		
2		
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10		

For each SAFE observation

1. Praise the employee for using proper hand placement
2. Remind the employee of the benefits of using proper hand placement when removing lug nuts
 - Lessens chance of hand and finger injuries
 - Less wear and tear on gloves so they will last longer

For each AT RISK observation

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

- Keep free hand away from the impact gun shaft while it is spinning.
- Sharp lug nut caps and sharp edges on sockets can cause serious hand injuries when grabbed while spinning.
- Hands and fingers can become entangled in the spinning shaft causing injuries.
- A typical hand injury costs **\$1,590** and results in time away from work. The average store would have to sell **25** units to recoup this cost.

Actual injury that occurred in October:

"Employee states that he was taking lugs off of a wheel and his glove became caught in the impact gun and injured his left thumb."



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

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Best Practice Update



SAFETY

OUR PEOPLE. OUR CUSTOMERS. OUR CULTURE.

Critical to Safety call outs have been updated on 4 Best Practices. Follow the steps below to make sure your team is aware of the updates and gain their commitment to hold themselves and each other accountable to execute the updated Best Practices.

1 PRINT OUT THE 4 UPDATED BP'S

REMOVING THE ASSEMBLY

1

CERTIFIED
Best Practices

Removing the Assembly



- Employees are not permitted to enter the zone beneath a lifted vehicle. (No feet or legs under the vehicle)
- Keep hands away from the spinning shaft of the impact gun and socket
 - Lift assembly off hub by tread. Never lift assembly off hub by the spokes
 - When removing stacked/damaged lugs or wheel locks that require the use of a hammer, use the thread shaker and goggles.
- On removal of EACH assembly:
- Inspect all lugs – list your supervisor know if missing or damaged
 - Inspect all studs – vehicle cannot be released with more than one stripped or missing stud per assembly
 - Inspect lug seats of wheel – if damaged or incorrect bolt pattern, inform your supervisor.
 - Buff the hub, wheel mounting pad, and wheel pilot hole

CHANGING TIRES

2

CERTIFIED
Best Practices

CHANGING TIRES



- Tire must be completely deflated before breaking the bead. Never force the bead shovel.
- Lift assembly on and off changer using proper body mechanics. (Lift with your knees, do not twist and keep assembly close to your body.) Ask for help with heavy assemblies.
- Keep hands on top of assembly, away from clamps when lifting assembly up and off the changer and operating the clamps.
- Use the manual bead depressor or duck head roller to keep the bead in position when mounting an assembly.
- Never lean over the assembly while using a tire bar. Stand at the 6 o'clock position with a firm grip on the bar, using downward pressure on the bar to pull the bead over the duck head.
- Never touch the foot of the robo-arm or place your hand between the robo-arm and the assembly.

BALANCING THE ASSEMBLY

3

CERTIFIED
Best Practices

Balancing the Assembly

For rotation/rebalance, strip the weights before b



- Use the balancer lift to raise and lower every assembly on balancer shaft.
- Do not stop a spinning assembly with your hands, feet, or

INSTALLING THE ASSEMBLY

4

CERTIFIED
Best Practices

Installing the Assembly



- Employees are not permitted to enter the zone beneath a lifted vehicle (No feet or legs under the vehicle)
- Keep hands away from the spinning shaft of the impact gun, torque stick and socket
 - Lift assembly to the hub by the tread. Never lift assembly to the hub by the spokes
 - Visually clear opposite side of vehicle before performing check spin
 - Assembly will NOT be installed if:
 - The wheel and hub have not been cleaned and buffed
 - More than one stud or lug is damaged or missing
 - Obstruction is present that prevents the wheel from sitting flush on the hub
- For aftermarket wheel installation:
- Needs seven turns of thread engagement for proper fitment

CRITICAL TO SAFETY
MEANS YOU MUST DO
IT EVERY TIME



2 REVIEW THE UPDATED BP'S IN A MORNING HUDDLE

Choose 4 team members to each read one of the 4 Best Practices **out loud** in a morning huddle. Ask if anyone has questions after each one.

3 GAIN A COMMITMENT FROM YOUR TEAM TO FOLLOW THE UPDATED BEST PRACTICES

Observe and coach regularly to verify Best Practice execution. Don't forget to lead by example

FEEDBACK ON THIS MONTH'S TOPIC

How did your updated Best Practices observation go? What are one or two steps that you noticed need to be worked on in your store?

SURVEY
[Enter responses here](#)