

# SAFETY QUALITY FOCUS

MAY  
2023

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.

The monthly safety action items are split up 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

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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### Assessing Our Gauges

### Managers! Please review the SQDC Q&A with your Workflow Manager this month

**Q: Why is our GK/GL count rate 12 when we've only had 3 GK/GL claims in the last 3 months?**

**A:** The GK/GL count metric uses the last 3 months of claims to estimate where you'll be in 12 months if you continue at the same rate. This is the same for the GK/GL Cost Rate and Store Paid Rate.

**Q: How is my GK/GL Rate calculated?**

**A:** Let's assume you had 3 GK/GL claims in the last 3 months and you worked 4000 hours. 3 claims x 30,000 hours / 4000 hours worked = 22.5.

**Q: Why is 30,000 hours used to calculate the rate?**

**A:** 30,000 hours is about how many hours the average store works per year.

**Q: Why did my GK/GL rate change in the middle of the month?**

**A:** Since there may be some time between when a claim occurs and when it's reported or paid, you may see your count and score change throughout the month.

**Q: Why did my store paid rate change in the middle of the month?**

**A:** Every month, Accounting goes through each store's payment vouchers and validates them. This process usually takes about 10-12 days. The number you see at the beginning of the month is an estimate and becomes final towards the middle of the month.

**Q: Who can I contact if I think my SQDC scores or metrics are wrong?**

**A:** Send us a feedback response or call 6SAFE and we would be happy to help!

**Q: Why does a TRIR or DART case impact my score for 6 months?**

**A:** Our first consideration is the safety of Our People and Our Customers. An employee injury is a serious event and therefore it impacts your score more than any other metric. Last year, about 400 stores went without a single TRIR or DART injury.

**Q: What's the difference between a TRIR case and a DART case?**

**A:** A TRIR case is an employee injury that required treatment beyond first-aid at a doctor's office or ER. A DART case is an injury that resulted in lost days from work or light duty. All DART cases are also TRIR cases.

**Q: What goes into the Store Paid Rate?**

**A:** Store paid claims are pulled from your Customer Repair payment vouchers. They may also come from your miscellaneous vouchers if they look like customer repairs. Make sure you are entering all store paid customer repairs as customer repair vouchers.



**Q: Where can I see descriptions for my TRIR, DART and GK/GL claims?**

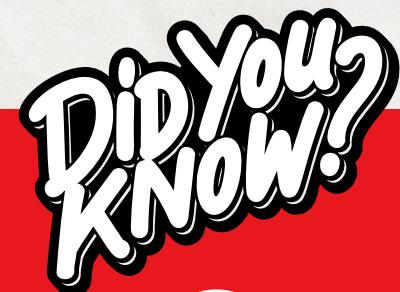
**A:** Click on "Details" when you have the Safety or Quality tab selected and you can read the description(s) for your claims.

**Q: Where can I learn more about the metrics and how they're calculated?**

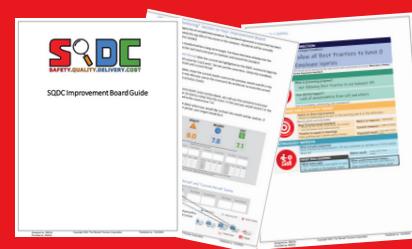
**A:** One of the best places is the Metric Definitions button on the top right of the SQDC Scorecard.

**Q: How can I get more information about a specific claim?**

**A:** Email [DTC\\_Claims@discounttire.com](mailto:DTC_Claims@discounttire.com) or call 602-653-9025. If your claim is being handled by Fleet Response, contact [discounttire@fleetresponse.com](mailto:discounttire@fleetresponse.com) or call 1-800-338-0619.



The [SQDC Improvement Board Guide](#) provides clear expectations for filling out and sharing the information on your SQDC board. Click on the link above to view the guide.



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## PULLING VEHICLES IN & OUT TARGET OBSERVATION



Print your observation sheet Pulling IN and OUT Target Observation.  

Observe **at least 10 vehicles** being pulled in or out while referencing the observation sheet.

**Coach** your people when you see them not following the Best Practice. Thank them when you see them doing it right.



**No one is ever allowed in front of or behind a running vehicle**

CRITICAL TO  
SAFETY



CRITICAL TO  
SAFETY

This includes employees changing, balancing, or using the inflation cage.

## Observation Sheet



## EQUIPMENT MAINTENANCE (Balancer Lifts)

Raise and lower each Balancer Lift to make sure the equipment is operational without fault.



**Inspect:**

- Foot lever is working
- Lift raises and lowers properly
- Area under and around lift is clean



**Equipment Service**

Equipment Warranty Contact Information

**Challenger Lifts**

Challenger Lift Service Request  
No password needed.  
For a simple repair such as a hose/ reservoir leak or electrical issue, please contact your Regional Facilities Manager

**Coats**

Coats Hennessy Service Request  
Detailed instructions  
User Name: Store manager email prefix Ex: azp\_89mgr  
Password: Set up by the manager  
Please Note: Equipment WILL NOT be repaired if over 5 years old

**HUNTER**  
Engineering Company

Hunter Service Request  
Detailed instructions  
User Name: discountre  
Password: Discount  
Please Note: Equipment WILL NOT be repaired if over 5 years old

**Milwaukee**

**SPECIAL TOOL REPAIR PROGRAM**  
WHAT TO DO IF YOU NEED A REPAIR  
Batteries and other Milwaukee Products need to be sent back via Warranty Program

**Chicago Pneumatic**  
**IR** Ingersoll Rand

For service or concerns of your Air Compressors  
Please contact your Regional Facilities Manager

**Saylor-Bell**

WE ARE HERE TO HELP  
If you have a piece of equipment that has had multiple issues  
If service is not being provided in a timely manner  
(Response within 24 to 48 hours)  
For concerns please contact your Regional Facilities Manager  
On other major equipment follow the steps below:  
1st Submit your Service Request Ticket.  
2nd Email us at [dmc\\_equipmentquality](mailto:dmc_equipmentquality)

If you are looking for warranty or replacement information

### Store Orders

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**Call to Action:** Submit a repair order for any Balancer Lifts that are either damaged or broken.



# SAFETY & QUALITY FOCUSED | MAY 2023

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.

### Wheel Damage

(Best Practices, Safety and Injury Awareness)



#### Safety & Quality Focused

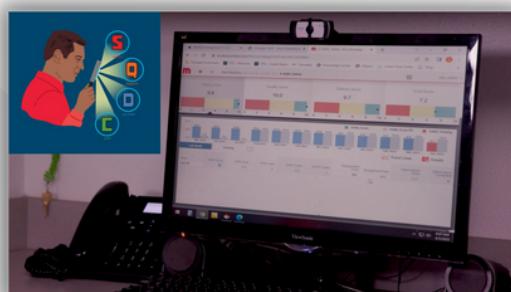


Scan to enter the voluntary contest for a chance to win!

**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).

### SQDC Scores and Why they Matter

(Tips from Store Managers)



#### Manager Focused



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

**3** Hang up all **MAY** 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



**NEW!**

#### SQF & Manager Engagement



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

#### 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 \$30,000!!! 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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# TECHNICIANS

**SAFETY QUALITY FOCUS**  
MAY 2023

## Review the **Installing the Assembly** Best Practice



**CRITICAL TO SAFETY**



**CRITICAL TO SAFETY**



**CRITICAL TO SAFETY**

- No body part should be under the vehicle **EVER**
- 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



**CLICK ON THE IMAGE**

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

## OBSERVE AND COACH

### Tire Bar Injury Target Observation



**CONDUCT AT LEAST 10 OBSERVATIONS FOR EACH OF THE 4 TARGET AREAS**

### Actual injury that occurred in **APRIL**:

"Employee states that he was changing a tire and the tire bar slipped out of his hand and hit him in the head."



**CLICK HERE**

[Tire Bar Injury Target Observation](#)



# HEAT ILLNESS PREVENTION

It's your job to share this information with your people

## DID YOU KNOW IN THE UNITED STATES....

**702**

An average of **702** heat-related deaths occur each year.



**67,512**

Each year, there are **67,512** emergency department visits due to heat, on average.



**9,235**

Each year, an average of **9,235** people are hospitalized due to heat.



**BE PREPARED**

## Heat Illness Prevention List

### COOL DRINKING WATER & DRINKS

- Make sure drinking fountain / bottle filler is clean and working
- Order some Gatorade and a pump from EZ- Garage
- Get a cooler and fill it with bottles of water

### EDUCATE MY PEOPLE ON HEAT ILLNESS PREVENTION

SHARE

- Staying hydrated throughout the day is SUPER important!!!!
- 24-32 ounces of water per hour (about 2 bottles of water)
- Stop work and let someone know if you're not feeling well
- Share the first signs of illness
  - Heavy Sweating
  - Dizziness/headache
  - Cramps
  - Fast Heart Rate
- Use the buddy system (especially watch out for new people)



### OTHER STUFF TO ORDER

- Order and hang up Heat Posters from DT Prints. (Urine charts go in the bathroom)
- Order cooling towels from EZ Garage



**Call to action:** Share this information with your people in your next morning huddle.

### FEEDBACK ON THIS MONTH'S TOPIC

1. Tell us about your plan to prevent heat illness in your store? How did you share this information with your team?
2. Once all items have been completed, click the survey link below to enter your responses.

**SURVEY**  
Enter responses here