

SAFETY QUALITY FOCUS

SEP
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.

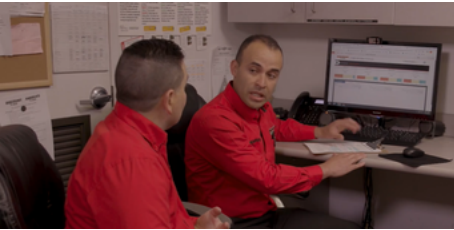
You will find the feedback questions at the end of this Safety Focus.

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SQDC IMPROVEMENT

HOW THE BEST DO IT!



ASSESS YOUR SQDC GAUGES WITH YOUR WORKFLOW AOR (AT LEAST MONTHLY)

One of the easiest ways to accomplish this, is to invite your Workflow Manager to help out when you're filling out the SQDC portions of your **Store Business Review Worksheet**.



GO SEE WITH YOUR WORKFLOW AOR (AT LEAST MONTHLY)

Help your Workflow Manager identify the true root cause of the reason your score is not where you want it to be. Leverage Our Best Practices during the Go See. **Are your People executing the BP? Have you set a clear expectation?** This is a great opportunity to model what good coaching looks like for your Workflow Manager.



SET UP THE WIN USING THE SQDC IMPROVEMENT BOARD

Help your Workflow Manager create a winning improvement plan using the SQDC improvement board. Have them share the plan in a morning huddle and let everyone know what role they'll be playing in achieving the win. Follow-up with your Workflow Manager daily to see how things are going.



PLEASE READ THIS IMPORTANT MESSAGE!



Recently, we've seen an **increase in eye injuries**. Many of the follow-up investigations have revealed that **the employee was not wearing safety glasses**.

As you're well aware, safety glasses are **required to be worn in the Service Area of our stores**. No exceptions!!

As a Store Manager, we are asking that you immediately address this very serious safety issue with your team and **set a very clear expectation that safety glasses will be worn in the Service Area at all times**.

Eye injuries are one of the most devastating yet preventable injuries. Please address this with the utmost urgency!

Thank You!

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OBSERVE AND COACH TIRE BAR



Print your observation sheet **TIRE BAR.**



Observe **at least 5 technicians** using the Tire Bar 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.



CRITICAL TO
SAFETY

**Proper technique can
save your body from
serious injury**



CRITICAL TO
SAFETY

Observation Sheet



The form is titled "OBSERVE AND COACH TIRE BAR" and includes a "SAFETY" logo. It contains three identical sections for observing technicians. Each section has a table with columns for "Employee being observed", "SAFE", and "AT RISK". The table rows list specific safety observations: "Uses only 1 tire bar", "Stands at the 12 O'Clock position (front of the changer)", "Firmly grips the tire bar throughout the whole process (no open palm)", "Does not release grip until all tension is released from the tire bar", and "Keeps face out of danger zone (path of the tire bar)". To the right of each table is a "SAFE SCORE" section with a "SAFE" label and a "SCORE /5" field. A red warning banner at the top states: "High risk of employee injury, if not done".

EQUIPMENT MAINTENANCE (BEAD BREAKER GRIP)

**IF YOU HAVE ANY CHANGERS
THAT ARE MISSING THE GRIP,
ORDER THEM NOW!!!!**



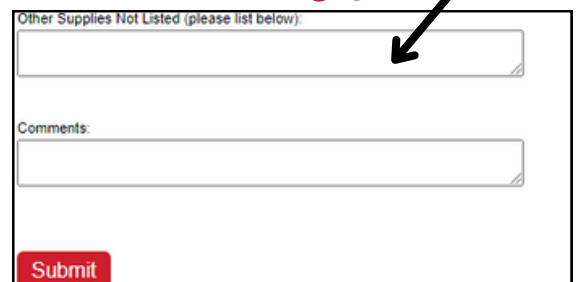
ORDER HERE

WAREHOUSE SUPPLY



ORDER FORM

In "other supplies not listed" at the bottom of the page, enter **bead breaker handle grips**



The form has two input fields: "Other Supplies Not Listed (please list below):" and "Comments:". An arrow points to the first field. A "Submit" button is at the bottom.

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SAFETY & QUALITY FOCUSED | SEPTEMBER 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.

GENERAL LIABILITY

(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 General Liability Claims

(Tips from Store Managers)



Manager Focused



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

- 3 Hang up all **SEPTEMBER** 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



SQF & Manager Engagement



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

Large Poster



Manager's Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Service Area Mini Poster



Engagement App Flyer



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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															

CONTINUE TO PAGE 6 >



Review the Loose Assemblies Inflation Best Practice



CRITICAL TO
SAFETY



CRITICAL TO
SAFETY



CRITICAL TO
SAFETY

- If assembly is below 15 PSI dismantle the tire and inspect for damage
- **NEVER** inflate outside of inflation cage
- **NEVER** use the auto-flate if assembly is under 10"
- Ensure that the off-the-vehicle inspection has been performed



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



CLICK ON THE IMAGE

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

OBSERVE AND COACH

REMOVING THE ASSEMBLY

OBSERVE AND COACH		REMOVING THE ASSEMBLY		SAFETY	
		= High risk of employee injury, if not done correctly			
		SAFE	AT RISK		
Employee being observed:	Gathers all necessary tools for removal and places them at the Assembly				
	Does not remove anything until the vehicle is lifted and checked for stability				
	Removes any wheel covers and checks for wheel locks; if found, removes locks first				
	Removes lug nuts without touching the socket/shaft of the impact gun while it is spinning				
	Removes wheel from the hub using proper body mechanics, lifts by tread, not by spokes and does not put feet/legs beneath the vehicle				
	Buffs hub, wheel mounting pad, and wheel pilot hole				
	Inspects all lugs after removal				
	Inspects studs				
	Inspects lug seat of wheel				
	Performs off the vehicle inspection				
Returns all tools to the tool stand after removal is complete					

Tally up all "Safe" processes and record the score below:

SAFE
SCORE
/11

Actual injury that occurred in **AUGUST**:

"Employee was in the service bay taking lug nuts off the vehicle, the lug nut caps were swollen from the heat, exploded and shrapnel struck and cut his left hand."



CLICK HERE

Removing the Assembly

**CONDUCT AT LEAST 3
OBSERVATIONS BEING AWARE OF
SAFE AND AT RISK PRACTICES**



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TIRE BAR TARGET OBSERVATION (DROP CENTER)



1. Show this in your morning huddle once a week and tell the importance of the drop center
2. Have your SC conduct observations and coach when needed
3. Post your findings in the survey link provided

SHARE WITH YOUR PEOPLE:

- **Ease of removal:** The drop center allows for easier initial separation of the tire bead from the wheel, making the overall dismounting process quicker.
- **Decreased chance of damage:** The drop center reduces the amount of force required to dismount the tire, which in turn reduces the likelihood of damaging the tire or the wheel.
- **Safety:** The less force you have to apply, the safer the dismounting process is for the Technician. With the bead more easily seated in the drop center, the risk of a tool slipping or a sudden release of tension that could cause injury is minimized.
- **Improved efficiency:** Less time and effort are required to dismount a tire with a drop center design, leading to quicker turnaround times in professional settings.
- **Low-profile tires:** The drop center is especially beneficial for low-profile tires, which are typically harder to mount and dismount.



Call to Action: Share this with your people and observe as many as you can!

FEEDBACK ON THIS MONTH'S TOPIC

1. How has your training been with drop centers? What were your biggest opportunities to improve on reviewing the Tire Bar Target Observation?
2. Once all items have been completed, click the survey link below to enter your responses.

SURVEY
[Enter responses here](#)