

# OPERATIONAL BEST PRACTICES

## Empowering Our People To Do The Right Thing For Our Customers Every Time

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.

Most Best Practices are found within the Discount Tire University, i.e. general curriculum training, AOR training, and other topical areas of training within the Knowledge Center. Best Practices may also be communicated to you verbally, in memos, emails, store talks, or through visual management.

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.

All employees are responsible for stopping immediately anyone who they see or hear about not following a Critical to Safety or Critical to Quality procedure or acting in a manner that would jeopardize the safety of our people or customers.



### 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.