

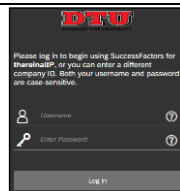

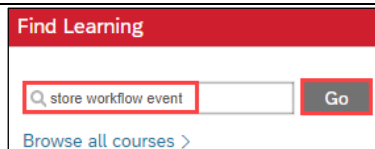
DTU Learning – Workflow Certification Learning Tasks

Description This document details the process and expectations for Store Managers and AVPs to use when completing workflow certification tasks in the DTU learning system.

- Prerequisites and Expectations**
1. Store Managers request approval and complete the **Store Manager/Store Workflow Event Acknowledgement**. (*Store Manager action - Pages 1 and 2*)
 - Store Managers confirm completion of the introductory training with their AVP by completing the acknowledgement.
 - **Note:** AVPs will need to approve the course request from the Store Manager in the DTU learning system when received.
 2. Store Managers submit the **Store Manager/Store Workflow Coach Certification** request to their AVP to become certified. (*Store Manager action - Page 3*)
 - Store Managers that can demonstrate they are trusted experts in the workflow improvement cycle and supporting tools may request to be certified.
 3. After AVPs participate in an AVP Coach-the-Coach Workflow event, submit the **AVP Coach-the-Coach Workflow Certification** request to RMOQ to become certified as a workflow coach. (*AVP action - Pages 4 and 5*)
 - AVPs may request to be certified once they have become trusted experts in coaching workflow and supporting managers in the improvement cycle.

Store Manager Completes Event Acknowledgement

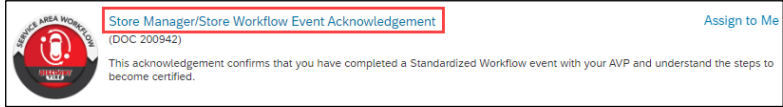
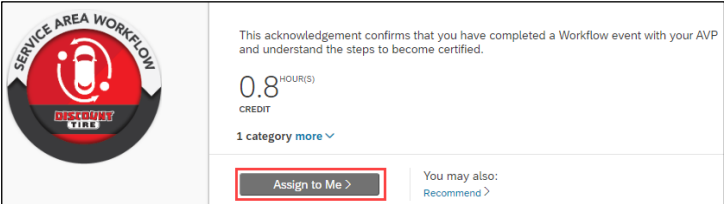
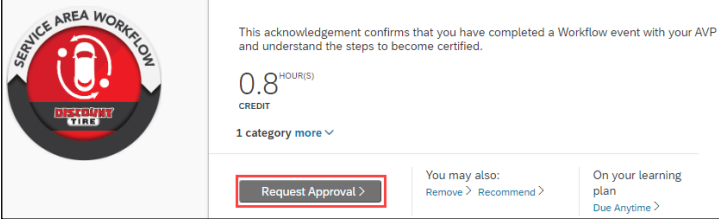
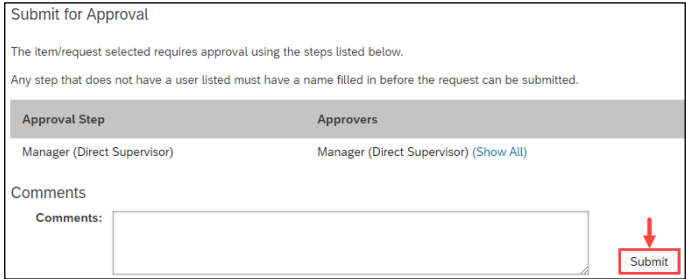
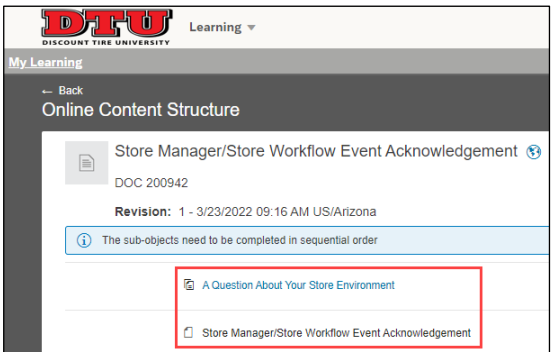
Follow the steps below to complete the Store Manager Workflow Event Acknowledgement course.

Step	Action
1	Log in to the DTU learning system using your Okta/Windows username and password. 
2	Click Home > Learning . 
3	<ol style="list-style-type: none"> 1. In the Find Learning section, type store workflow event. 2. Click the Go button. 

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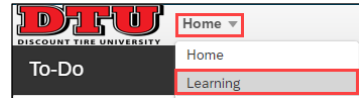
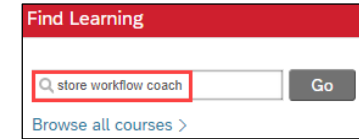
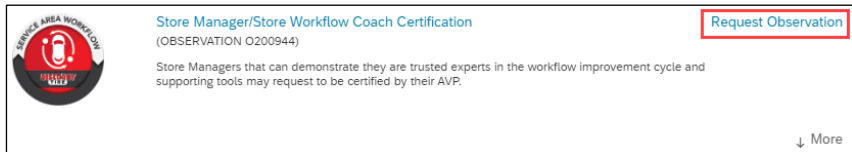
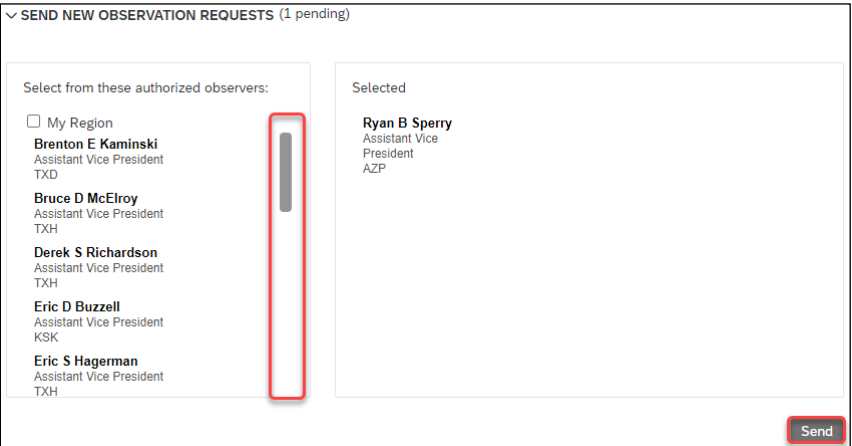
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Store Manager Completes Event Acknowledgement

4	<p>A page displays listing the search results.</p> <p>Click the Store Manager/Store Workflow Event Acknowledgement link.</p> 
5	<p>Click the Assign to Me button.</p> 
6	<p>Click the Request Approval button.</p> 
7	<p>Click the Submit button to submit your request.</p> <p>Your AVP will receive an email with your request to approve access to the acknowledgement course.</p> 
8	<p>Once your AVP has approved the course request, you will receive an email indicating you are now approved to view and complete the acknowledgement.</p> <p>Prior to completing the acknowledgement, you will also need to answer a question about your store environment using the link in the course.</p> 

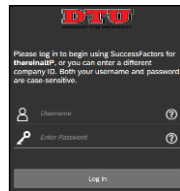
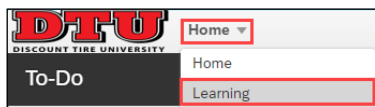
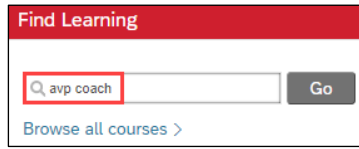
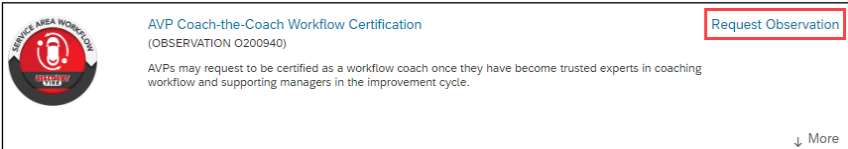
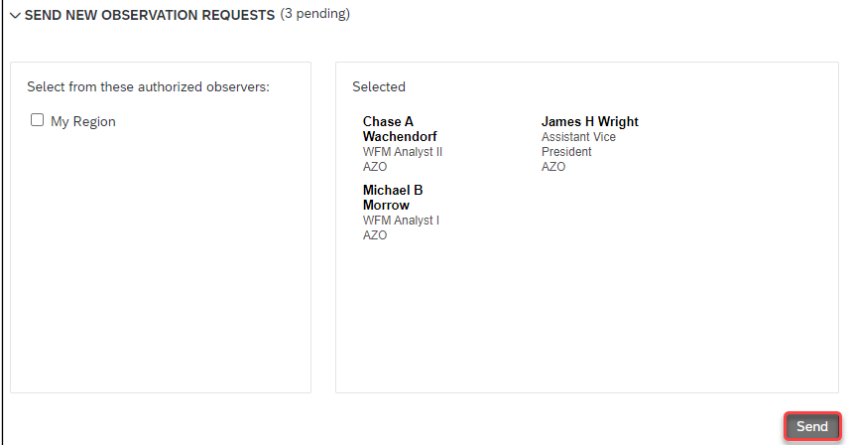
Store Manager Requests Workflow Certification

Follow the steps below to request workflow coach certification.

Step	Action
1	Log in to the DTU learning system using your Okta/Windows username and password.
2	Click Home > Learning .  <p>The image shows the DTU Learning System navigation menu. The 'Home' dropdown is open, and 'Learning' is highlighted.</p>
3	<ol style="list-style-type: none"> In the Find Learning section, type store workflow coach. Click the Go button.  <p>The image shows the 'Find Learning' search results. The search bar contains 'store workflow coach' and the 'Go' button is highlighted.</p>
4	<p>A page displays listing the search results.</p> <p>Click the Request Observation link for the Store Manager/Store Workflow Coach Certification course.</p>  <p>The image shows the course listing for 'Store Manager/Store Workflow Coach Certification'. The 'Request Observation' link is highlighted.</p> <p>Note: This option will only be available if you have completed the Event Acknowledgement from the previous steps</p>
5	<p>Find and click the name of your AVP from the list of observers. Select the Send button to submit the request to your AVP.</p>  <p>The image shows the 'SEND NEW OBSERVATION REQUESTS (1 pending)' form. The 'Select from these authorized observers' list is highlighted, and the 'Send' button is highlighted.</p>

AVP Requests Workflow Certification from RMOQ


Follow the steps below to request workflow coach certification.

Step	Action
1	<p>Log in to the DTU learning system using your Okta/Windows username and password.</p> 
2	<p>Click Home > Learning.</p> 
3	<p>1. In the Find Learning section, type AVP coach. 2. Click the Go button.</p> 
4	<p>A page displays listing the search results. Click the Request Observation link for the AVP Coach-the-Coach Workflow Certification course.</p> 
5	<p>Select all three names from the list of approved observers. Click the Send button to submit the request to members of the RMOQ team.</p> 

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AVP Requests Workflow Certification from RMOQ

10	<p>You may view the request for certification on your Learning home page.</p>  <p>The screenshot shows a web interface titled 'My Learning Assignments'. It features a search bar with 'Keyword' and 'Course name or ID' fields, a 'Select All' button, and a dropdown for 'All Assignment Types'. A red box highlights the 'OBSERVATION PENDING' status. Below this, a circular logo for 'SERVICE AREA WORKFLOW' is visible, followed by the text 'AVP Coach-the-Coach Workflow Certification', 'OBSERVATION O200940 rev.1 3/22/2022', and 'Self-Assigned'.</p>
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Contact

For further assistance, contact DTU_Learning@discounttire.com.