



Date:	AVP:	Region:	Store:																																																																																																																														
Standardized Workflow MGR Certification																																																																																																																																	
		Yes	No																																																																																																																														
Phase 1 and 2 – Workflow Events – Coaching Focus																																																																																																																																	
Completed Workflow event coached by AVP (Tracked in DTU, Course #200942).																																																																																																																																	
Phase 3 – Improvement Cycles – Delivering Results: Coaching Driving Improvement																																																																																																																																	
Manager has entered at least 3 improvement worksheets into improvement log on KC and can speak to learnings from each plan.																																																																																																																																	
Manager has joined improvement calls on consistent cadence, coached by AVP.																																																																																																																																	
Manager must be able to use coaching and mentoring to work through their Workflow Assistant AOR for developing and leading improvement plans (SQDC board).																																																																																																																																	
Can speak to improvements made during improvement cycle using Workflow Performance reporting (see example below).																																																																																																																																	
<u>Example of report out on Improvement Cycle Progress - Workflow Performance:</u>																																																																																																																																	
<p>Avg. Inv/Day</p> <table border="1"> <thead> <tr> <th>Date</th> <th>CP</th> <th>PP</th> </tr> </thead> <tbody> <tr><td>3/21/2022</td><td>115</td><td>115</td></tr> <tr><td>3/28/2022</td><td>120</td><td>105</td></tr> <tr><td>4/4/2022</td><td>125</td><td>110</td></tr> <tr><td>4/11/2022</td><td>110</td><td>115</td></tr> <tr><td>4/18/2022</td><td>105</td><td>110</td></tr> <tr><td>4/25/2022</td><td>110</td><td>105</td></tr> <tr><td>5/2/2022</td><td>105</td><td>100</td></tr> <tr><td>5/9/2022</td><td>110</td><td>100</td></tr> <tr><td>5/16/2022</td><td>120</td><td>110</td></tr> <tr><td>5/23/2022</td><td>125</td><td>120</td></tr> <tr><td>5/30/2022</td><td>130</td><td>125</td></tr> <tr><td>6/6/2022</td><td>135</td><td>120</td></tr> <tr><td>6/13/2022</td><td>130</td><td>115</td></tr> </tbody> </table> <p>Avg Bay Time</p> <table border="1"> <thead> <tr> <th>Date</th> <th>CP</th> <th>PP</th> </tr> </thead> <tbody> <tr><td>3/21/2022</td><td>17.0</td><td>17.0</td></tr> <tr><td>3/28/2022</td><td>18.0</td><td>16.0</td></tr> <tr><td>4/4/2022</td><td>17.0</td><td>16.0</td></tr> <tr><td>4/11/2022</td><td>18.0</td><td>17.0</td></tr> <tr><td>4/18/2022</td><td>17.0</td><td>16.0</td></tr> <tr><td>4/25/2022</td><td>18.0</td><td>17.0</td></tr> <tr><td>5/2/2022</td><td>17.0</td><td>16.0</td></tr> <tr><td>5/9/2022</td><td>14.0</td><td>16.0</td></tr> <tr><td>5/16/2022</td><td>15.0</td><td>16.0</td></tr> <tr><td>5/23/2022</td><td>16.0</td><td>17.0</td></tr> <tr><td>5/30/2022</td><td>17.0</td><td>18.0</td></tr> <tr><td>6/6/2022</td><td>16.0</td><td>17.0</td></tr> <tr><td>6/13/2022</td><td>15.0</td><td>16.0</td></tr> </tbody> </table> <p>Avg Wait Time</p> <table border="1"> <thead> <tr> <th>Date</th> <th>CP</th> <th>PP</th> </tr> </thead> <tbody> <tr><td>3/21/2022</td><td>65.0</td><td>65.0</td></tr> <tr><td>3/28/2022</td><td>50.0</td><td>50.0</td></tr> <tr><td>4/4/2022</td><td>45.0</td><td>45.0</td></tr> <tr><td>4/11/2022</td><td>45.0</td><td>45.0</td></tr> <tr><td>4/18/2022</td><td>50.0</td><td>50.0</td></tr> <tr><td>4/25/2022</td><td>55.0</td><td>55.0</td></tr> <tr><td>5/2/2022</td><td>50.0</td><td>50.0</td></tr> <tr><td>5/9/2022</td><td>45.0</td><td>45.0</td></tr> <tr><td>5/16/2022</td><td>40.0</td><td>40.0</td></tr> <tr><td>5/23/2022</td><td>45.0</td><td>45.0</td></tr> <tr><td>5/30/2022</td><td>40.0</td><td>40.0</td></tr> <tr><td>6/6/2022</td><td>35.0</td><td>35.0</td></tr> <tr><td>6/13/2022</td><td>35.0</td><td>35.0</td></tr> </tbody> </table>				Date	CP	PP	3/21/2022	115	115	3/28/2022	120	105	4/4/2022	125	110	4/11/2022	110	115	4/18/2022	105	110	4/25/2022	110	105	5/2/2022	105	100	5/9/2022	110	100	5/16/2022	120	110	5/23/2022	125	120	5/30/2022	130	125	6/6/2022	135	120	6/13/2022	130	115	Date	CP	PP	3/21/2022	17.0	17.0	3/28/2022	18.0	16.0	4/4/2022	17.0	16.0	4/11/2022	18.0	17.0	4/18/2022	17.0	16.0	4/25/2022	18.0	17.0	5/2/2022	17.0	16.0	5/9/2022	14.0	16.0	5/16/2022	15.0	16.0	5/23/2022	16.0	17.0	5/30/2022	17.0	18.0	6/6/2022	16.0	17.0	6/13/2022	15.0	16.0	Date	CP	PP	3/21/2022	65.0	65.0	3/28/2022	50.0	50.0	4/4/2022	45.0	45.0	4/11/2022	45.0	45.0	4/18/2022	50.0	50.0	4/25/2022	55.0	55.0	5/2/2022	50.0	50.0	5/9/2022	45.0	45.0	5/16/2022	40.0	40.0	5/23/2022	45.0	45.0	5/30/2022	40.0	40.0	6/6/2022	35.0	35.0	6/13/2022	35.0	35.0
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Event held on week of 4/18/2022																																																																																																																																	
First Improvement Plan: SCs certified but not qualified, focused on Flow of Task steps 6-10																																																																																																																																	
Second Improvement Plan: Not enough people qualified to work in bayside cell, focused on rotating staff through bayside to build bench depth																																																																																																																																	
Third Improvement Plan: Workflow Assistant Manager completed at least one movement worksheet with each employee. Shared results providing a view of wasted steps compared to SAW Timelines																																																																																																																																	
Results: Reduction in variation of bay time, reduced wait time resulting in invoice growth																																																																																																																																	
Can speak to improvements made during improvement cycle using SQDC reporting (see example below).																																																																																																																																	



Example of report on Improvement Cycle Progress - SQDC:

Safety Score	TRIR Score	TRIR Cases	Quality Score	GK GL Count Score	GK GL Count Rate
	10.0	0		5.0	10.1
	10.0	0		5.0	10.1
Date	Store	Cause	Coverage Major	Accident Description	
7/23/2022	AZP 39	Other damage while vehicle in our care	GK	Wheel lock key broke inside wheel lock lug on vehicle	
7/22/2022	AZP 39	Other damage while vehicle in our care	GK	Wheel lock cross threaded into hub	
7/19/2022	AZP 39	Vehicle damaged while parked in lot	GK	Backed into a trailer causing damage to Right Rear Side Fender/ Bumper	

TRIR has shown no injuries and allowed the team to celebrate the win, discussing the Critical to Safety Best Practices, and ensuring these would be a continued observation point for Service Coordinators. The GK GL revealed opportunities for improvement plans. Cross-threaded lug nuts and wheels locks drove a focus on following installing the assembly Best Practices through coaching sessions and observation. Failures in following guiding in and out Best Practices were observed after following up this claim with manager observations. Improvement plan put in place to ensure understanding of Best Practices and observe execution.

Knowledge Check

Understands how to use coaching tools and can explain the benefits of using them.

Movement Worksheet – What is the benefit of “seeing” steps (flow)?

DT Coaching Questions – What is the purpose of asking the questions?

Next Steps

Who in your store will own the improvement cycle? What will be your cadence for follow up?

Understands and can explain the role of the Workflow Coach.

Notes: