

**THE PERFECT SERVICE EXPERIENCE**

## Notes

## 1

In the future, more of Our Customers will order tires online and have them installed in our stores.

When the customer arrives at the store, their vehicle will be pulled in quickly for a Pit-Stop Experience.

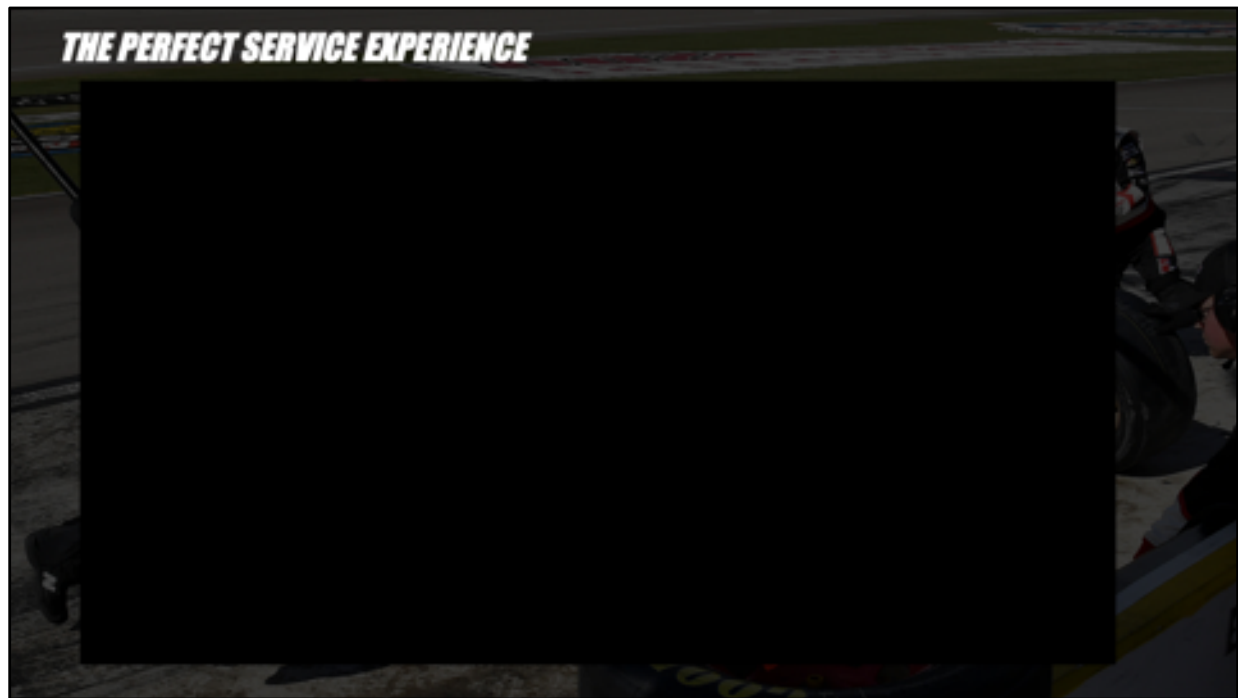


At the same time, we must outperform our competition. When we deliver on our customer's expectations, we delight Our Customers, and grow our business.



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**Notes**



## Notes



## 1

Achieving the Perfect Service Experience is a journey for each store. Our goal is to provide each store with clarity on what it takes to complete the journey.



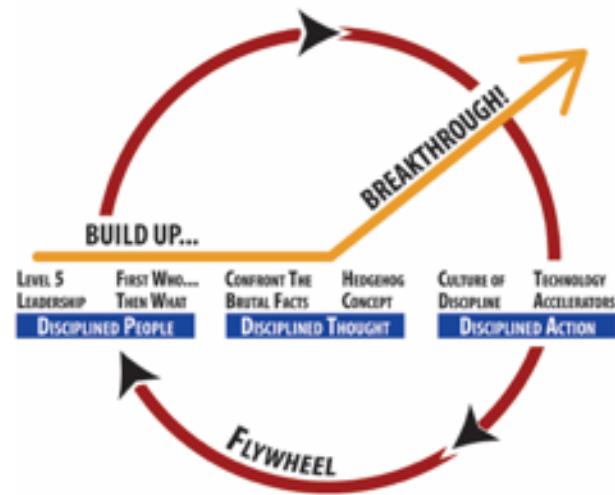
## Notes

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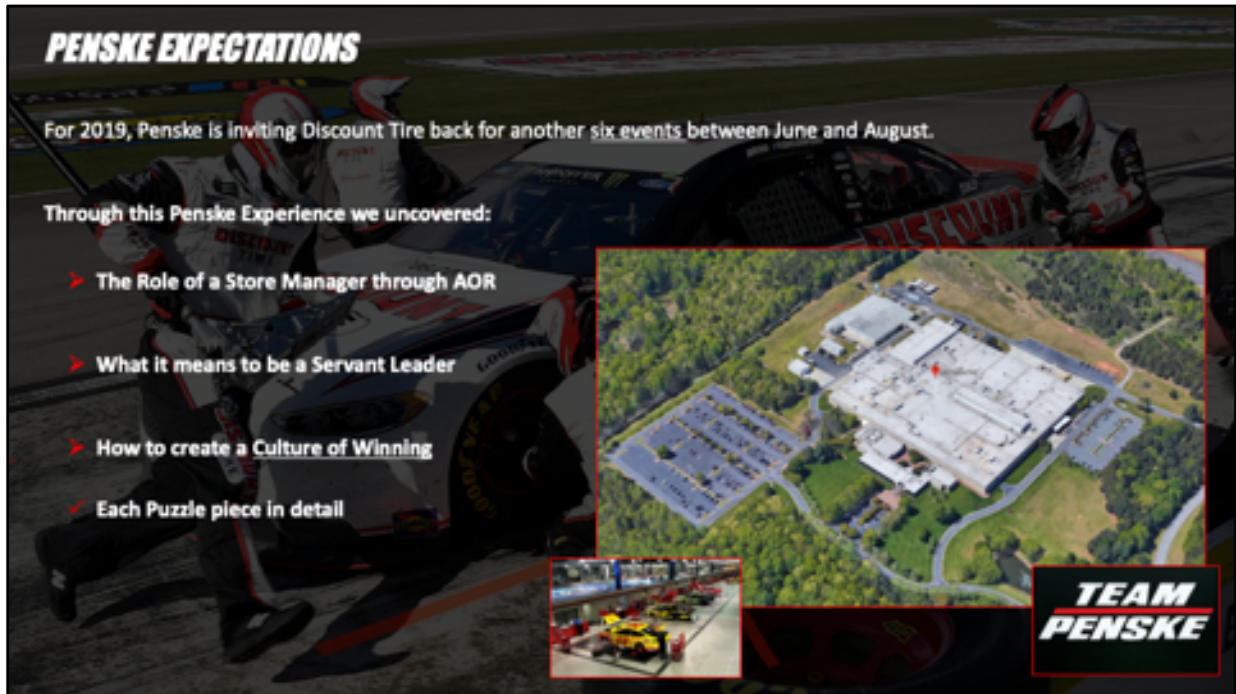
## ***DISCIPLINED ACTION***

- Talking about the plan is Disciplined Thought.
- We reach Disciplined Action when we actually do it.



***HOW WILL WE ACHIEVE THIS BREAKTHROUGH?***

### **Notes**



# **PENSKE EXPECTATIONS**

For 2019, Penske is inviting Discount Tire back for another six events between June and August.

Through this Penske Experience we uncovered:

- The Role of a Store Manager through AOR
- What it means to be a Servant Leader
- How to create a Culture of Winning
- ✓ Each Puzzle piece in detail

**TEAM  
PENSKE**

Through this Penske Experience we uncovered:

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**THE PENSKE 2.0 LEADERSHIP EXPERIENCE**

## Notes