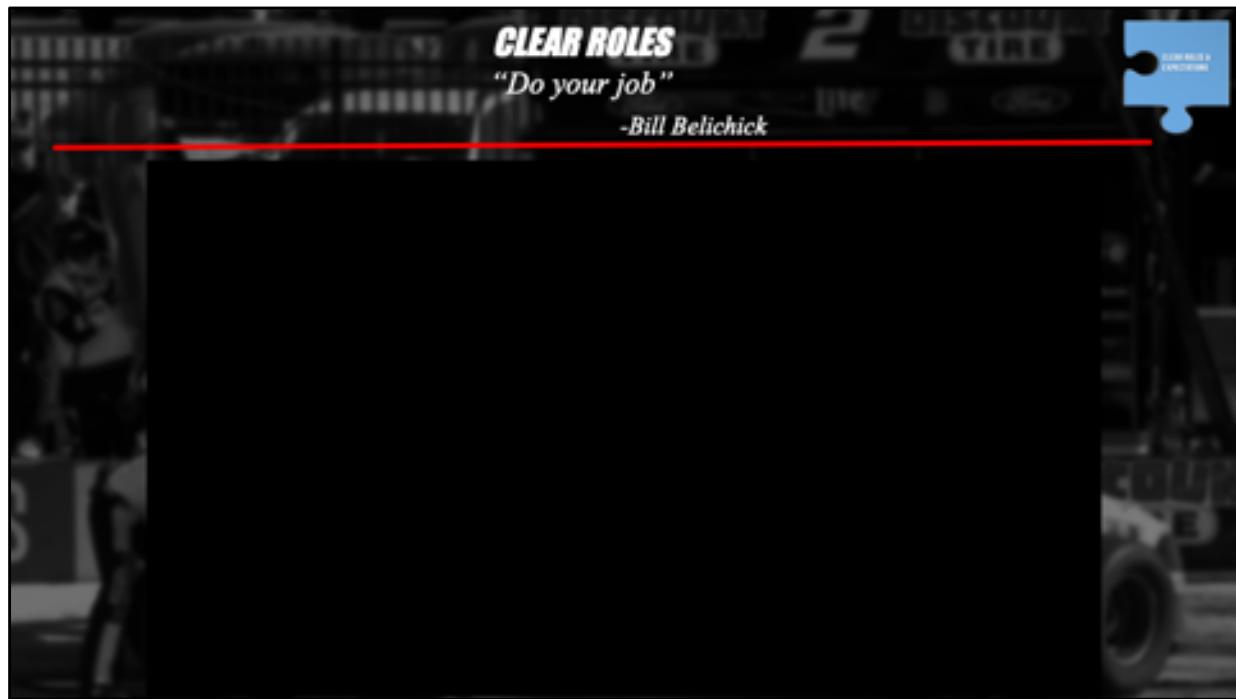




Notes



Notes

LET'S START WITH THE TIRE CHANGER ROLE



Notes

PIT CREW AORS & BEST PRACTICES

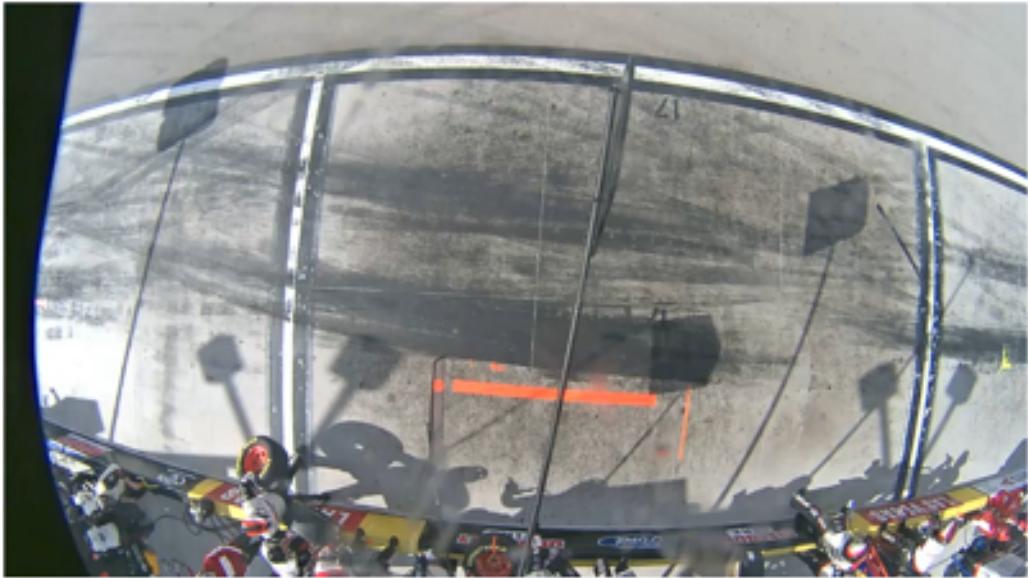


Tire Changer	Tire Carrier	Jackman	Fueler
<ul style="list-style-type: none"> Attack the right side of the car and put yourself in a position to hit 5 clean nuts on the off pattern Pull the right side tires off while giving maximum space for the carrier to hang the tire 5 tight lug nuts going on Move from right to left in a quick and controlled manner Hit 5 lug nuts off the left side Pull the left side tires off while giving maximum space for the carrier to hang the tire 5 tight lug nuts going on Clear equipment so the car can leave 	<ul style="list-style-type: none"> Bring both right side tires out Hang the right rear tire Perform any adjustment that might be called on the right side....Track bar or Wedge Retrieve and take back both the right rear that the changer has taken off and the left front that was taken off as well Under control, bring both right side tire back to the wall and grab the left front tire and position yourself to hang the left front Hang the left front Clean the grill or add/ take off tape 	<ul style="list-style-type: none"> Be the first guy off the wall and clear in front of the car Set the right side jack peg Hang the right front tire When changers are done hitting nuts on the right side, drop the car and move around the front of the car Set the left side peg and jack up the left side of the car Grab the left rear tire that is sent in to you and hang the left rear tire Perform any left side wedge adjustments that might have been called. Drop the jack on the left when changers are done hitting nuts 	<ul style="list-style-type: none"> Understand how many gallons of gas the crew chief wants in the car and only fill car to that amount Plug in on the left side of the car and be aware of the stop style so you can be out of the way when the changer is coming around the back Make sure not to spill any gas on the ground Unplug before the car pulls out of the stall Get car full

Steps highlighted in Grey are Critical to Safety

Notes

PUTTING IT ALL TOGETHER



Notes

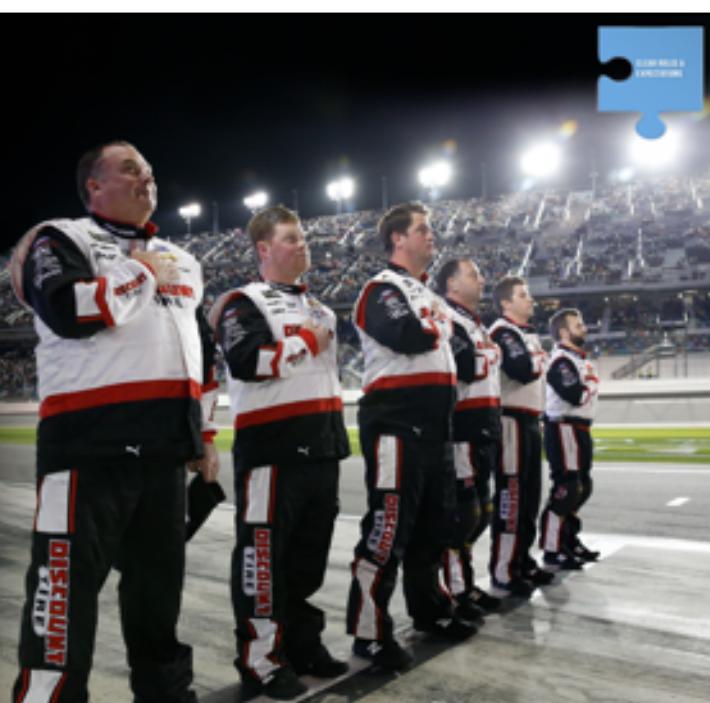


Notes

COACHING EXPECTATIONS



- Prepare the practices each week
- Analyze the previous weeks performance and find ways to improve
- Minimize the mistakes we can make at the race track
- Prepare our guys to be leaders and be prepared to react at the track to certain situations
- Run the pit crews from behind the wall not over it



Notes

THE EXPECTATIONS FOR YOUR COACHES

Within each Core Fundamental there are Best Practices that are expected to be followed every time. As a leader, it is your responsibility to ensure that your coaches (AORs) . . .

- ✓ Learn where the mentee is on their journey
- ✓ Start with the basics
- ✓ Provide clear and simple instructions
- ✓ Explain the “why” behind the “what”
- ✓ Maintain a Can-do Attitude
- ✓ Focus on the quality in the execution of Best Practices

OPERATIONAL BEST PRACTICES

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

Best Practices are the best known proven methods for improving an organization's time and performance and customer experience areas. [EXPLORE THE 100+ areas of Best Practices](#) available.

Most Best Practices found within the [Quality](#) section are a general curriculum covering A3 learning and other typical areas of training such as Kaizen, 5S, Root Cause Analysis, Six Sigma, and other continuous improvement methods. Best Practices also include sections on [Leadership](#), [Process](#), [Technology](#), [Safety](#), [Quality](#), [Innovation](#), [Management](#), [Sustainability](#), and [Social Responsibility](#).

Some Best Practices include specific guidance to help you identify what to do in a specific stage. For example, the [Six Sigma](#) Best Practice includes a section on [Identifying the Problem](#) to help you identify the problem in a manner that results in a change to the setting of your process or system.

EXPECTED

Expected outcomes for this area. This may be time to deliver the best possible experience for our people and our customers. This may be a stage of the improvement process.

Where possible, best practices for this area are often listed as **It is and should be** that this procedure is completed. If this is not the case, then the best practice is often listed as **It is and can be** as the procedure may not yet be completed or requires continuous follow up to ensure delivery. You may also see **It is and will be** which indicates the procedure is not yet completed but is planned to be completed.

MUST

Must include mandatory requirements, do in this stage, always.

Under this section are the areas you are presented the **It is and must be** completed or planned to be completed. If you are aware of any other areas that must be completed, stop and let us know how to proceed.

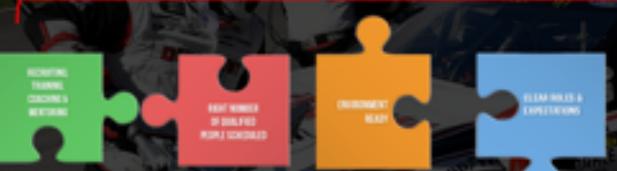
Likewise, under this requirement are the areas you are **It is and must not** be completed. This is a list of common, legal, or safety concerns, unique stage and area to your organization.

TIME IS A RESULT, NOT A GOAL

Notes

SETTING YOUR PEOPLE UP TO WIN

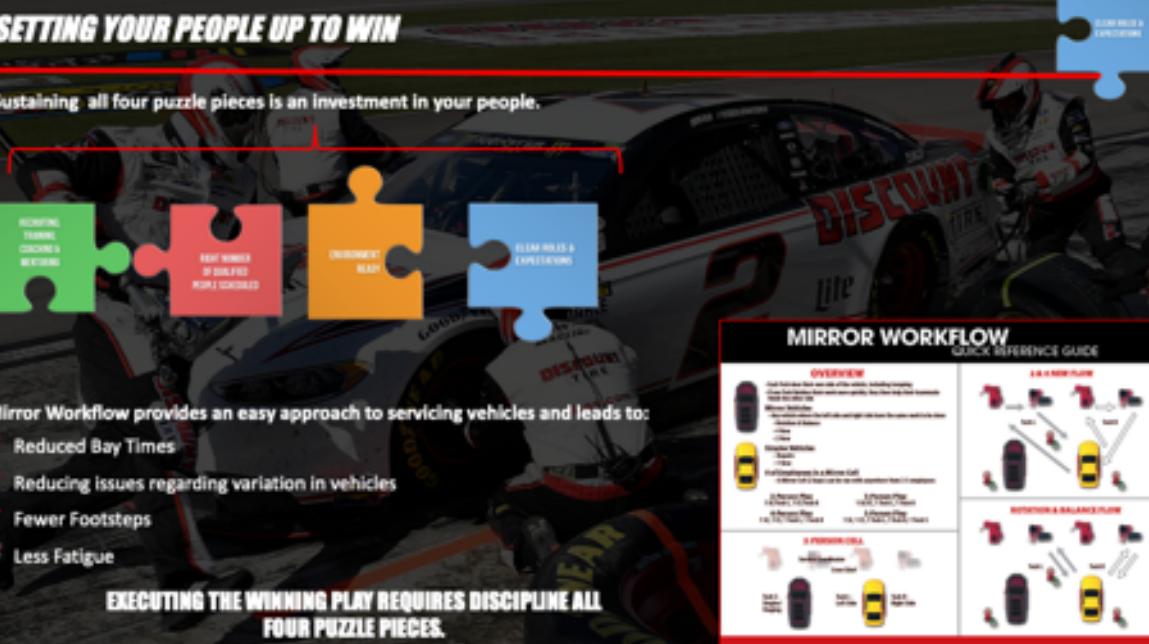
Sustaining all four puzzle pieces is an investment in your people.



Mirror Workflow provides an easy approach to servicing vehicles and leads to:

- ✓ Reduced Bay Times
- ✓ Reducing issues regarding variation in vehicles
- ✓ Fewer Footsteps
- ✓ Less Fatigue

EXECUTING THE WINNING PLAY REQUIRES DISCIPLINE ALL FOUR PUZZLE PIECES.



MIRROR WORKFLOW
QUICK REFERENCE GUIDE

OVERVIEW

With Mirror Workflow, you can service vehicles faster, reduce training time, and increase efficiency. Mirror Workflow is a quick and easy way to service vehicles in a more efficient manner. Mirror Workflow is a quick and easy way to service vehicles in a more efficient manner. Mirror Workflow is a quick and easy way to service vehicles in a more efficient manner. Mirror Workflow is a quick and easy way to service vehicles in a more efficient manner.

1.0 - PRE-SERVICE

1.0 - PRE-SERVICE

2.0 - SERVICE

2.0 - SERVICE

3.0 - POST-SERVICE

3.0 - POST-SERVICE

Notes

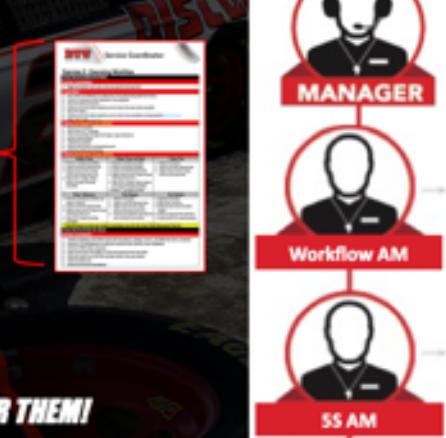
DISCIPLINED ACTION THROUGH AOR



Set clear roles for AORs with expectations on executing on Best Practices- Front load accountability and set your standards high! Ensure Safety & Quality first in delivering an on-time experience.

Coach and Mentor the Workflow Assistant Manager to:

- Understand Workflow roles & responsibilities.
- Use the tools to identify gaps in your workflow execution.
 - MBW Part 2 provides easy-to-follow exercises for improvement
- Work with the 5S Assistant Manager to coach the service teams.
- Build the confidence in your coaches and empower them to act. Extend Trust to each coach in making decisions.



YOU HAVE A COACHING TEAM. EMPOWER THEM!

Notes

Notes

DISCIPLINED ACTIONS



FUNDAMENTALS

- Ensure that each employee has a fundamental understanding of their role and its impact on Safety & Quality.

RELENTLESS

- Be relentless in your expectations of Best Practice execution.

EMPOWERMENT

- Empower and work through your Coaches.

CURRENT WORKFLOW

- Assess and improve your execution of current Workflow.



Notes