



19.5" Tires

Qualification and Certification Process

June 16, 2021

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PROJECT – INTENT

Presentation and Project Intent

Presentation Intent

- Review the overall strategy and process for rolling out the ability for our stores to service 19.5" tires.
- Inform all parties involved of how they fit in the process and prepare them to support the 19.5" Certification Process.

Project Intent

- Ensure our stores are setup with the correct tools, equipment, accessories, and knowledge to safely service 19.5" tires.
- Support accelerating Discount Tire's new Revenue Stream of 19.5" and Fleet.
- Involve the Regional Staff as part of the process, *with the goal of not over-burdening in the process.*
- Put together a reliable rollout plan that includes all the correct business segments and can be replicated throughout the remaining stores.

PROJECT – CERTIFICATION REQUIREMENTS

Breakdown of requirements (Part 1)

The following have been identified for requirements for the 19.5" Certification Process:

Store Environment

220V Electrical – This is to support the required 208V Coats MAXX Tire Changer.

Tools/Equipment

Coats MAXX 208V Tire Changer – This is the new standard for our stores and selected due to the reliability with the larger motor for 19.5" heavy-duty assemblies.

Steel Duckhead – This is to support servicing steel sidewall tires, to support 19.5" tires, not to be confused with run-flat tires.

Steel Table Clamps - This is to support servicing half-inch wheels (16.5"/17.5"/19.5" wheels).

10-Ton Jack – This is to support raising hard-to-reach lifting points or heavier trucks.

¾" Torque Wrench – This is to torque the larger truck assemblies.

MAST Air Gauge – This is to support inflating 19.5" tires past the Autoflate maximum air pressure.

Accessories

These items are auto shipped to stores once the store receives the qualification conformation email.

Heavy Duty Valve Stems – To fit the new types of vehicles we may be experiencing; our stores will be provided with multiple new valve stem styles.

Balancing Beads – To help reduce injury and simplify the balancing process of heavy-duty 19.5" tires, we will be offering Balancing Beads.



PROJECT – CERTIFICATION REQUIREMENTS

Breakdown of requirements (Part 2)

... continued

Processes/Training

The courses mentioned below are all new courses to the Service Tech Learning Path and have been launched since the beginning of 2021. If any employees have completed the training since it has been launched, they will not be required to complete the learning again.

- **Vehicle Basics and Raising Vehicle Basics** – These courses hit on the basics of identifying full-frame vehicles, the proper lifting points, and the process that is required for all Service Techs in the Raising Vehicles process.
- **Servicing Steel Sidewall Tires** – This course defines the tools and equipment for half-inch assemblies and added inflation steps for steel sidewall tires.

Quick Reference Guides (QRGs)

- This includes two QRGs to support **Balancing 19.5" Assemblies using Balancing Beads** and **Raising Heavy Vehicles with 10-Ton Jacks**.

Pilot Best Practice

This is currently under development and will be available soon on the 19.5" tires page. This best practice is specific to servicing 19.5" tires.

- Servicing 19.5" Tires

Store Signage

- This includes the new **Blast Zone Poster**.

PROJECT – OVERALL DELIVERY PLAN

Breakdown of process

Below is a high-level view of the Delivery Plan for Certification:



PROJECT – PRE-ROLLOUT PHASE

Before the store gets involved in the 19.5" Certification Process (Part 1)



May 14, 2021

Hello Store Managers and Stores,

As we continue to Grow Responsibly, we are always looking for new opportunities to expand our business to offer new services to our customers and continue to support our growing number of Fleet customers. To help us achieve this, we have started providing resources for select stores to begin servicing 19.5" tires. As we look to expand this rollout, we want to hear from you to understand which stores would like to begin offering this service at their location.

What you need to know

- Currently, around 100 stores have started this process by completing training and a checklist to ensure they are prepared with the knowledge and tools to begin safely servicing 19.5" tires for Our Customers.
- A pre-requisite for safely servicing 19.5" tires is to have all employees in your store complete the following courses:
 - Vehicle Basics
 - Raising Vehicle Basics
 - Servicing Steel Sidewall Tires

NOTE: These courses have been assigned to employees who have not previously completed them. If an employee has already completed these courses, they do not need to take them again.

- A [Servicing 19.5" Tires KC page](#) has been developed and includes an Interest Form to help us identify stores that meet the minimum requirements, and validate the availability of equipment, tools, and accessories. The page and interest form can be accessed by clicking the 19.5" Tires link in the Store Pilots section of the KC.
- When the Interest Form is submitted by a **Store Manager or Safety Leader**, it will be evaluated by the project team, and a decision will be made based on level of interest, course completions, and equipment availability.
- Upon selection, Store Managers will receive a follow-up email advising them they are approved and providing them with the estimated shipping and delivery of the equipment and product. Selected stores will also be provided with expanded access to the Servicing 19.5" Tires KC page and a Store Certification Checklist.
- If stores are not selected, an email will be sent to the Store Manager to inform them why and explain how we can work with the store through the next steps to ensure future approval.

NOTE: Selections will be made on a monthly basis. Please allow for 1-3 weeks for the follow-up email to be sent.

Our ask of you

- Please review the information and Interest Form on the [Servicing 19.5" Tires KC page](#).

Provided by: Kevin Easter
Designed by: Communications - NM

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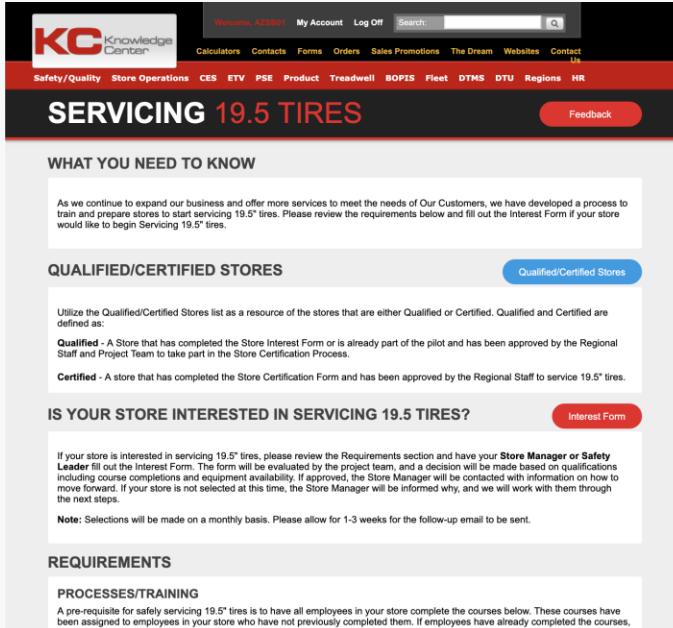
To ensure stores all stores are aware of the 19.5" pilot, we have recently delivered a communication for all Stores and Regional Staff, compared to it previously only being communicated and visible to the stores and regional staff that were involved in the initial pilot group.

To review the communication on the KC please click [here](#)



PROJECT – PRE-ROLLOUT PHASE

Before the store gets involved in the 19.5" Certification Process (Part 2)



The screenshot shows the KC Knowledge Center website with a red header bar. The header includes links for Welcome, AZS901, My Account, Log Off, and a search bar. Below the header, there are navigation links for Calculators, Contacts, Forms, Orders, Sales Promotions, The Dream, Websites, and Contact Us. A secondary navigation bar includes Safety/Quality, Store Operations, CES, ETV, PSE, Product, Treadwell, BOPIS, Fleet, DTMS, DTU, Regions, and HR. The main content area has a red banner at the top with the text 'SERVICING 19.5 TIRES' and a 'Feedback' button. Below this, there is a section titled 'WHAT YOU NEED TO KNOW' with a note about expanding services and developing a process to train and prepare stores for 19.5" tires. A 'Qualified/Certified Stores' section follows, with a blue button labeled 'Qualified/Certified Stores'. Below this, there are definitions for 'Qualified' and 'Certified', and a note for stores interested in servicing 19.5" tires, with a red 'Interest Form' button. The 'REQUIREMENTS' section is also visible at the bottom.

For Stores and Regional Staff that are not currently involved in the Pilot, they have been given access to the 19.5" KC Pilot page that offers a customized view of the following information.

This KC Page offers:

- A daily updated list of Qualified/Certified Stores so stores can direct future customers that come into or call into their store for service on their 19.5" assemblies.
- Basic information that introduces the stores to the **Store Interest Form** to get involved in the Certification Process.
- A simplified list of the 19.5 Certification Requirements along with information on items they can address now to get kick-started on preparing to be included in the 19.5" process.
- All instructions have been customized to fit their status in the 19.5" Certification process.

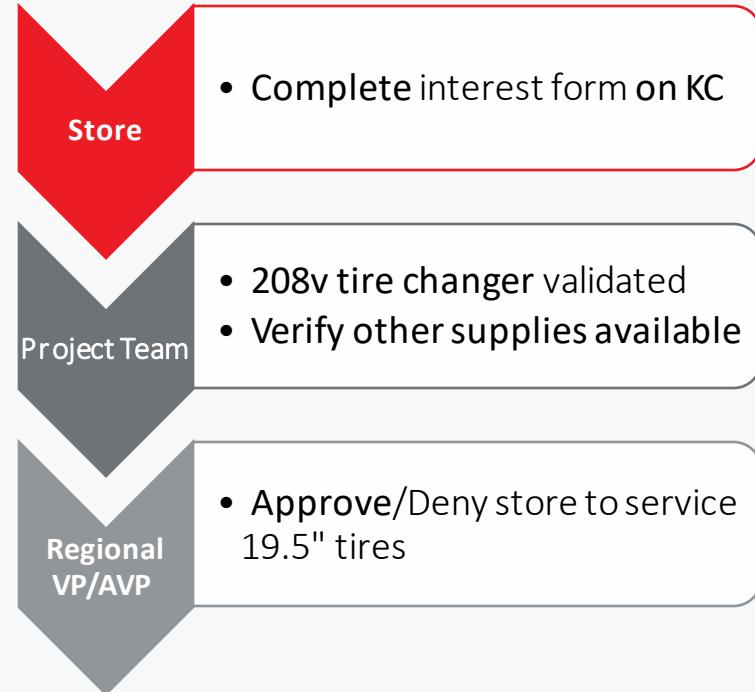
PROJECT – QUALIFICATION PROCESS

First major phase of the 19.5" Certification Process

Qualification Process

- Tools and equipment information collected by store.
- Equipment validated by Project Team.
- Electrical requirements validated by Regional Facilities Staff (if necessary).
- Regional Staff provides approval/denial for all stores entering the 19.5" pilot.

This is to address any possible environment issues or if you do not feel there is a business justification for certain stores.

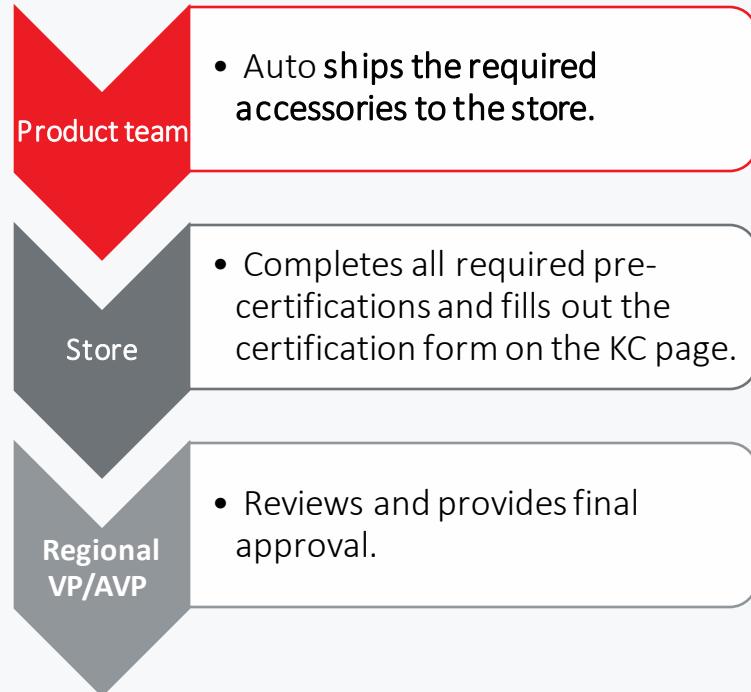


PROJECT – CERTIFICATION PROCESS

Second major phase of the 19.5" Certification Process (Part 1)

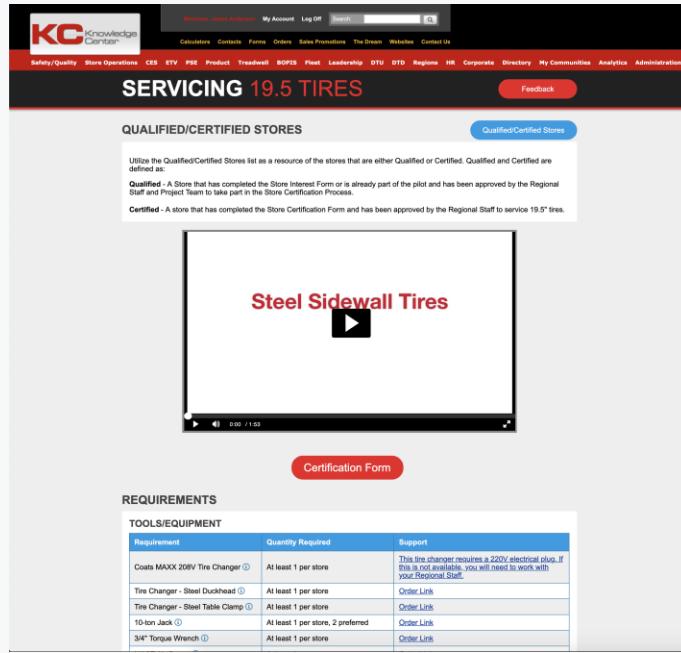
During the Certification Process:

- Product team provides store with all required accessories (valve stems/balancing beads).
- Store is provided all information needed to complete the Certification Process.
- Once the Store completes the Certification Form, the Regional Staff reviews and provides final approval.



PROJECT – CERTIFICATION PROCESS

Second major phase of the 19.5" Certification Process (Part 2)



The screenshot shows the KC Knowledge Center website with a navigation bar at the top. The main content area is titled 'SERVICING 19.5 TIRES'. It features a video player with the text 'Steel Sidewall Tires' and a play button. Below the video is a red button labeled 'Certification Form'. At the bottom, there is a table titled 'REQUIREMENTS' under the heading 'TOOLS/EQUIPMENT'. The table has three columns: 'Requirement', 'Quantity Required', and 'Support'. It lists several items with their descriptions and order links.

Requirement	Quantity Required	Support
Coats MAXX 208V Tire Changer	At least 1 per store	This tire changer requires a 220V electrical plug. If this is not available, you will need to work with your local electrician.
Tire Changer - Steel Duckhead	At least 1 per store	Order Link
Tire Changer - Steel Table Clamp	At least 1 per store	Order Link
10-ton Jack	At least 1 per store, 2 preferred	Order Link
3/4" Torque Wrench	At least 1 per store	Order Link

Once stores have been approved from the Qualification Process, they will now have access to a customized view of the 19.5" KC Pilot Page. Regional Staff will see this page when one of their stores has transitioned into the Certification process so they can see the most relevant information.

This KC Page offers:

- An introduction video supporting the overall intent and concept of the certification process from our Safety Team.
- Requirements section is updated with instruction on what is auto-ordered versus what they are expected to order. Order Links are also added to allow stores to get to the destination of where they need to order each item in one click.

PROJECT – CERTIFICATION PROCESS

Second major phase of the 19.5" Certification Process (Part 3)

Once a store has entered the Store Certification Process, reporting has been created to support the Learning Requirements.

- Reporting is sent every Monday to Stores and Regional Staff.
- Reporting will help verify who still needs to complete training in DTU LMS.
- Training is not required to be completed more than once
- Regions are not required to reassign the learning. It has been assigned to all employees due to the other general benefits employees will receive by going through them.

Data up to 9 am on 6/01		Vehicle Basics	Raising Vehicle Basics	Servicing Steel Sidewall Tires	
Row Labels					
■ CAL	2		4		1
■ COD	206		234		4
■ ILC	4		4		0
■ KSK	54		62		4
■ MNM	9		9		0
■ NMA	6		7		4
■ TNN	1		1		0
■ TXD	23		25		1
■ TXH	0		1		0
■ TXS	6		5		0
■ VAR	100		97		2



19.5 Pilot Store Required Course Status Report

Details

This is a report on the status of the required courses for the 19.5 Pilot Stores.
Audience: Assigned certified Service Techs up through Store Managers.
Date Range: 11/17 to 6/01*
*Data up to 9:00 am on 6/01

Requirements

The requirement is to be completed when the 95% requirement is met.
- Required employees complete Vehicle Basics, Raising Vehicle Basics, and Servicing Steel Sidewall Tires.
- Each region reaches 100% completion.

Vehicle Basics Course

Percent Complete by Region

(Percentages are rounded up)

Region	Store Manager	Senior Assistant	Assistant	Sales Apprentice	Service Tech	Total
CAL	100%	100%	100%	50%	93%	93%
COD	89%	86%	75%	65%	74%	74%
ILC	100%	100%	100%	100%	67%	83%
JKS	38%	71%	57%	50%	49%	51%
MNM	50%	50%	71%	50%	81%	74%
NMA	100%	100%	99%	100%	98%	99%
TNN	100%	100%	100%	N/A	75%	89%
TXD	95%	96%	94.7%	91%	99%	94%
TXH	100%	100%	100%	100%	100%	100%
TXS	100%	100%	94%	79%	94%	90%
VAR	40%	17%	32%	31%	41%	35%
Total	85%	85%	84%	80%	80%	

Raising Vehicle Basics Course

Percent Complete by Region

(Percentages are rounded up)

Region	Store Manager	Senior Assistant	Assistant	Sales Apprentice	Service Tech	Total
CAL	100%	100%	100%	50%	80%	85%
COD	86%	94%	78%	64%	66%	71%

PROJECT – COMMUNICATION PLAN

Communication support up to this point and moving forward.

To build a sustainable and consistent project flow moving forward, the following communication plan have been developed to support the overall strategy with our stores. This will take place on a monthly basis of new stores.

You can notice the communications that have already been sent out along with our plan moving forward.

What	Who	Why	When	How	How Often
April Pilot group	Stores qualified to enter the certification process based on minimum requirements	To communicate expectations, awareness of requirements, beads and stems are pushed to qualified stores.	04/06/21	Email with pilot page	One-time
May Pilot group	Stores qualified to enter the certification process based on minimum requirements	To communicate the manager acknowledgement	04/29/21	Email with pilot page	One-time
General audience	All stores and regions in pilot and not in pilot. To communicate the expectations of pilot, new interest form, and what you need to know	Why, what, when, how big picture message with expectations, awareness, understanding. Two pages for pilot and not in pilot.	05/14/21	Email with pilot page	One-time
Training Completion Reporting	All stores and regions that are qualified and completing the certification process.	To communicate the training completions by employee and store manager	05/17/21	Email with attachments	Weekly
June Pilot group	Stores qualified to enter the certification process based on minimum requirements	To communicate expectations, awareness of requirements, beads and stems are pushed to qualified stores.	05/27/21	Email with pilot page	One-time
July Pilot group	Stores qualified to enter the certification process based on minimum requirements	To communicate expectations, awareness of requirements, beads and stems are pushed to qualified stores.	06/24/21	Email with pilot page from Survey Gizmo	One time
August Pilot group	Stores qualified to enter the certification process based on minimum requirements	To communicate expectations, awareness of requirements, beads and stems are pushed to qualified stores.	07/29/21	Email with pilot page from Survey Gizmo	One time
September Pilot group	Stores qualified to enter the certification process based on minimum requirements	To communicate expectations, awareness of requirements, beads and stems are pushed to qualified stores.	08/26/21	Email with pilot page from Survey Gizmo	One time
General release	Pending business decision		TBA		

PROJECT – WHERE ARE WE CURRENTLY AT?

*All numbers are accurate as of 6/4/2021.

267

Total:

A total that represents all the stores that have filled out the interest form and/or were part of the original pilot group.

89

Pre-Qualified:

Stores that were vetted to have the proper tools/equipment and were approved by an AVP/RVP. This number is representative of the pre-qualified group on 5/27/2021

181

Qualified:

A total number of stores that have been vetted, received AVP/RVP approval, and have had valve stems and balancing beads sent to the store.

58

Certified:

Total number of stores that have been fully certified to service 19.5" tires.

PROJECT – OVERALL CHALLENGES

With a strict plan in place, we are ready to shift and adjust when needed, while staying true to the project requirements.

- Coats Tire MAXX 208v Tire Changers are not in supply. Inventory is reserved for new store openings, then Bayside, then 19.5s. New options are also being explored.
- Blast Zone posters in limited supply on EZG, order amount is three per store until inventory builds up. We will monitor and adjust as needed.
- Limited supply of steel table clamps and duckheads due to steel shortage.
- Working with stores that received a new changer, can get 220v electrical outlet installed.
- Determine stores that have the Coats Tire Changer and install the 220v electrical outlet, need to made decision about relocating changer to other location.
- Coats required to set up new Coats Tire Changer to activate warranty. Not recommended to move changers without Coats, which will void the warranty.
- Testing a retro fit for the Hunter Auto34. Testing outcome is pending.

PROJECT – PROJECT SUPPORT

Who can I reach out to?

Jacob Hayslett – L&D Project Owner: Jacob has been supporting the L&D team approach and overall implementation plan.

Lisa VanDine – Project Manager: Lisa has been bringing together all the various parties, managing all of the deadlines and deliverables, while supporting any new changes to the implementation.

Jenelle Zehring – Logistics Specialist: Jenelle has been supporting the project by providing enhanced support protocols to ensure all Feedback items submitted on the 19.5" KC Page are answered consistently or provided to the correct business sponsor or SME to follow up with our store employees.

1. Reach out to any of the individuals mentioned above, or
2. Use, or direct co-workers to the Feedback Button on the 19.5" KC Page.

We are using the common questions to build an FAQ that will be featured on the 19.5" KC Page. The information is also being used to make updates/enhancements to our current materials as we continue to grow and learn.

