

Wheel Alignment Onboarding Timeline – For Stores and Regions

Phase	#	De pe nd en cy	Action	Duration	Provided By	Intended Recipient
~ 4 Weeks						
Roll Out Prep	1		Send list of potential stores	1 hour	Project Manager	SVPs
	2	1	Select stores for rollout	2 weeks	SVPs	Regional AVP and VP
	3	2	Approve or change store list	2 weeks	AVP, VP	SVPs
	4	3	Send final store list	1 week	SVPs	Project Manager and Project Sponsor
~ 4 Weeks						
Site Surveys	5	4	Facility onboarding	1 week	Project Manager and Alignment Lead	Facility Managers
	6	5	Send store list and Facility Manager information to Hunter		Project Manager	Hunter
	7	6	Hunter schedules the site surveys with DT Facility Managers	1 week	Hunter	Facility Manager and Store Manager
	8	7	Perform the site survey with Facility Manager present	1 week	Hunter	Facility Manager
	9	8	Send site survey results	1 week	Hunter	Project Manager and Alignment Lead
	10	9	Update store list from site survey results		Alignment Lead	Project Manager, SVPs, Project Sponsor
	11	8	Complete any recommended electrical, air, or cabling changes from the site visit	Depends. Before rack install	Facilities	N/A
~ 4 Weeks						
Plan Training	12	10	Onboarding session	1 week	Project Manager, Alignment Lead	Store Manager, Regional AVP, VP, SVP
	13	10	Select Alignment Techs and provide list	2 weeks	Store Manager, AVP	Project Manager
	14	13	Compile list and send	1 day	Project Manager	Hunter
	15	14	Schedule training and send roster and training packet	1 day	Hunter	Project Manager
	16	15	Send roster and training packet to region	1 day	Project Manager	Regional Office Managers, Store, AVP, and VP

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~ 4 Weeks						
	17	16	Schedule travel if needed	1 day	Regional Office Manager	Store, AVP, and VP
~ 2 Weeks						
Purchase Rack & Tools	18	14	Send list of stores/sites for purchasing	1 week	Project Manager	Non- Merchandise Inventory Sr. Manager
	19	13	Purchase order placed for alignment rack and tools	1 week	Vendor Relationship Merch Specialist	Hunter
	20	19	Send purchase order numbers once created		Vendor Relationship Merch Specialist	Project Manager
~ 3 Weeks						
Install Rack	21	19	Release the PO to production so rack arrives when training is complete	1 day	Hunter	Hunter
	22	21	Hunter builds the racks	2 weeks	Hunter	Hunter
	23	22	Hunter ships the rack	1 week	Hunter	3rd Party Logistics
	24	23	Rack delivered		3rd Party Logistics	Store
	25	11, 24	Alignment rack installed at store	1 day	Hunter, Regional Facility Manager	Store
~ 1 Week						
Training	26	12	Review supporting KC documents prior to attending Hunter training	4 Hours	DTU	Apprentice Tech, Store Manager, and Regional Staff
	27	16	Review (pre-work) KC documents prior to attending Hunter training	8 hours	DTU	Apprentice Tech, Store Manager, and Regional Staff
	28	15, 16	Attend Hunter Certification Training in person	3 days	Hunter	Alignment Techs
	29	28	Review (supplemental/post work) after Hunter Certification Training	4 hours	DTU	Apprentice Tech and above, AVP and RVP
~ 1 Week						
Onboard and Go Live	30	23	Plan technical onboarding	1 week	Project Manager, Regional Trainers	Store, AVP, VP
	31	30	Technical onboarding at store	8 hours	Regional Trainers	Store, AVP, VP
	32	28	Update CREW Time for the stores with an alignment rack	1 day	RMOQ – John Oliver	Stores
	32	31	Certified Alignment Techs are scheduled for alignment service	N/A	Store Manager	5S and Apprentice Tech AOR
	33	32	Vehicle alignments service begins	N/A	5S and Apprentice Tech AOR	Customer