



Guide to Excellence





Guide To Excellence

Dear Jiffy Lube Franchisees & Managers,

This Guide to Excellence includes best practice tools, standards and processes gleaned from more than 30 years as the industry's top fast lube operator. These resources were developed from feedback collected from stakeholders that make the organization so incredible – franchisees, service center managers, customer service advisors, service center employees, JLI staff, and of course, the customers we aspire to delight every day.

This playbook is intended to support the delivery of Operational Excellence in your service centers to ensure a consistent, positive and memorable experience for every customer who walks through your door. In other words, it is all about continuing to strive toward our customer experience vision: **“Deliver WOW! experiences that exceed expectations and create customers for life.”** You will note that it reviews key tools and how to use them, defines expectations for engaging customers on each step of their journey through the service center experience, and provides clear standards to assist in the delivery of an exceptional customer experience.

We hope you will find this guide to be a practical, easy-to-use resource that will help you differentiate your service center from the competition, build loyalty and reach your goals. If you have any questions, we encourage you to reach out to your, JLI District Manager to review the guide in more detail.

Steven C. Ledbetter
President
Jiffy Lube International, Inc.

Mauricio Quezada
Director of Operations
Jiffy Lube International, Inc.

Denny Reiner
Director, Brand Marketing
Jiffy Lube International, Inc.



Guide To Excellence

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The topics covered in this guide are not policies or requirements. The material in this guide is intended to support the standards and best practices from the Jiffy Lube Policies & Procedures Manual (The Manual) associated with the delivery of the “Customer Experience”.

This manual may not take into account particular legal requirements imposed on any given franchisee. Franchisees are encouraged to adopt these guidelines to meet their own needs, while complying with local, state and federal laws and regulations.

Franchisees should consult with their own legal counsel for guidance on specific local and federal laws and regulations applicable to their business. You should always consult your entity’s own human resource and legal resources for guidance on particular situations and polices.

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Guide To Excellence

Features of this Guide

Standards for Excellence

The “Standards for Excellence” section contains detailed information that will assist you in delivering an outstanding customer experience with respect to the appearance of your service center.

Actions for Excellence

“Actions for Excellence” includes “Best Practices” to assist management in achieving and maintaining high performance and appearance standards.

The Tidies and Cleans are associated with the activity board. One best practice is to print copies of these pages and place them by the activity board so that employees can take the page that corresponds with their tidy or clean with them while they perform their tidy or clean.

Management for Excellence

These resources are “Best Practices” and when used in conjunction with the rest of this guide, provide managers with additional guidance and resources to accomplish their daily tasks.

Tools for Excellence

This section was developed to provide service centers with information regarding the necessary Operational Excellence tools and activities that help drive consistency and accountability in day-to-day operations.

How to Use this Guide

The **Guide To Excellence** is divided into four sections to assist service center operations. The four sections are as follows:

- **STANDARDS AND ACTIONS FOR EXCELLENCE**
- **MANAGEMENT FOR EXCELLENCE**
- **TOOLS FOR EXCELLENCE**

In addition to the templates provided in this guide, electronic versions of the templates and guide as a whole will be made available on Jiffy Lube University (JLU) under the Forms and Documents tab.

STANDARDS FOR EXCELLENCE and ACTIONS FOR EXCELLENCE

Actions for Excellence and **Standards for Excellence** are designed to complement each other. For each **Action for Excellence**, there is at least one **Standard for Excellence** that provides both a detailed description and an illustrative representation.

The **Standards for Excellence** should be used as an expectation benchmark to achieve outstanding customer experience for various areas within your service center.

Example: **Standards for Excellence** 079, 080, and 081 all describe the elements of the customer restroom. Employees should use these **Standards for Excellence** each time they clean the customer restroom to ensure the delivery matches the benchmarked expectation needed to achieve the desired customer experience.

The **Actions for Excellence** describe the process used to obtain that **Standard for Excellence**.

Example: **Actions for Excellence** 302 (tidy) and 312 (clean) provide the detailed actions needed to obtain the results as defined for the customer restroom in the **Standards for Excellence** 079, 080, 081.

Tidy vs. Clean

During daily operations, service centers should maintain an environment that is consistent with delivering an outstanding customer experience. For this reason, the **Guide To Excellence** details two types of **Actions for Excellence: Tidy and Clean**.

A **Tidy** is an action performed routinely throughout the day, at least every 2 hours. A **Tidy** is performed in order to maintain a consistent appearance within the service center throughout the day.

A **Clean** is performed at least once per day and is a detailed cleaning of the specified service center area. **Cleans** are always completed in their entirety. A “best practice” will be to complete the Cleans at closing so the store opens, ready for customers.

MANAGEMENT FOR EXCELLENCE

The **Management for Excellence** section was created to provide service center managers with additional guidance and resources to accomplish daily tasks. This section provides valuable guidelines and assistance for the completion of management activities. New and seasoned managers can benefit from the detailed structure laid out in these “best practices.”

Follow your Franchisee Owners policies around these items. These are “best practices” that may be incorporated as directed by your Franchisee Owner.

TOOLS FOR EXCELLENCE

The **Tools for Excellence** section is provided to service centers as part of Operational Excellence to assist managers with defining and consistently delivering the desired behaviors at the service center. These tools help enforce and encourage actions and behaviors instrumental to delivering an outstanding customer experience and clearly define service center accountabilities in day-to-day operations.





Standards and Actions for Excellence

Curb Appeal

Standards for Excellence

<u>Code</u>	<u>Description</u>
001	Curb Appeal (Overall)
002	Dumpster Area and Exterior
003	Bay Doors and Bay Door Windows
004	Exterior Painting and Building Upkeep
005	Exterior Lighting and Main Signage

Actions for Excellence

<u>Code</u>	<u>Description</u>
306	Tidy Lot
308	Hold "Open Bay" Sign
314	Clean Lot
315	Clean Bay Doors

FLOOR CONTROL								
Positions	CSA _____	UBT _____	LBT _____	CT _____				
	CSA _____	UBT _____	LBT _____	CT _____				
	CSA _____	UBT _____	LBT _____	CT _____				
	CSA _____	UBT _____	LBT _____	CT _____				
Ancillary & MultiCare Technicians	Anc 1 _____	Anc 2 _____	Anc 3 _____					
	ST _____	ST _____	ST _____	Ins _____	Ins _____			
DOWNTIME ACTIVITIES (every 2 hours)								
	#	Name	Open-9:00 AM	9:00 AM-11:00 AM	11:00 AM-1:00 PM	1:00 PM-3:00PM	3:00PM-5:00PM	5:00PM-Close
Brew coffee	311							
Tidy customer restroom	302							
Tidy lounge	301							
Tidy lot	306							
Tidy vehicle information podium	300							
Tidy office	307							
Tidy upper bay	304							
Tidy MultiCare bay	317							
Tidy employee restroom	305							
Tidy lower bay	303							
ONCE PER DAY ACTIVITIES								
Clean lot	314							
Clean customer restroom	312							
Clean lounge	309							
Clean lounge windows	310							
Clean office	316							
Clean upper bay	332							
Clean MultiCare bay	334							
Clean lower bay	333							
Clean employee restroom	313							
Clean storage room	331							
OTHER ACTIVITIES								
EMPLOYEE DEVELOPMENT								
SPECIAL REMINDERS								
HSSE								
#	\$							

Daily Activities pertaining to Curb Appeal

Items to be performed at closing

Standards for Excellence

001 Curb Appeal (Overall)

001

Desired customer experience:

The customer should see an attractive and carefully maintained service center with a well-manicured lawn and professionally displayed POP. All POP material must have written approval from Jiffy Lube International prior to production.

1. Landscaping, lawn/grass should be evenly cut.
2. Trees, shrubs and bushes should be neatly trimmed, not unruly or over-grown and free from weeds and wilted growth. There should be no dead shrubs or plants on property.
3. Flowers, if present should be healthy and well maintained. Branches should not be over hanging or present any potential hazards to customers.
4. Lot should be free of garbage.
 - No abandoned DIY (Do it Yourself) oil containers on lot.
 - No cigarette butts on lot.
 - No debris buildup along curbs (example: gravel, leaves, cigarette butts).
5. All paved areas including apron, should be free from oil or grease buildup that could leave residue on customers' shoes and free from any built-up dirt, grease, grime, stains, spills (such as gasoline or oil spills).
6. All painted curbs should be maintained.
7. No weeds or grass should be growing through cracks in driveway or lot.
8. All outside seating areas should be clean, free from debris and well maintained.
9. All POP materials should be current.
10. Reader board should display an appropriate/current message. Spelling should be correct with proper external single-color letters.
11. If applicable, menu board should be properly arranged and display most current prices and services.
12. Unapproved POP signage is not permitted. All signs should be professionally manufactured. Signs should appear clean, un-torn, un-faded, and adhere to graphic and typeface brand standards. All POP material must have written approval from JLI prior to production.



Standards for Excellence

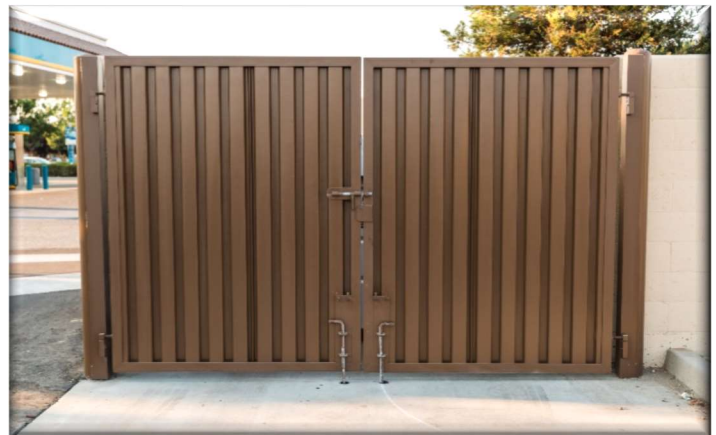
002 Dumpster Area and Exterior

002

Desired customer experience:

The customer should see a clean environment with trash receptacles that are well maintained and professional in appearance.

1. The gates to the dumpster should be functioning properly and closed; fences should be clean with links not bent or broken.
2. Dumpster lids should be closed when not in use.
3. Dumpster area should be clean and free of spills.
4. Exterior trash container should not be faded, cracked, weathered or dented. The cans should be lined.
5. Used oil filter drums should be clean and free of spills. The tops of the drums should be secured when not in use.
6. All trash receptacles should be free from:
 - Dirt
 - Grease
 - Grime
 - Stains
 - Spills
 - Bugs
 - Smudges
 - Paint Chips
 - Splatter
 - Bird Droppings
 - Streaks
 - Cobwebs
 - Graffiti



Standards for Excellence

003 Bay Doors and Bay Door Windows

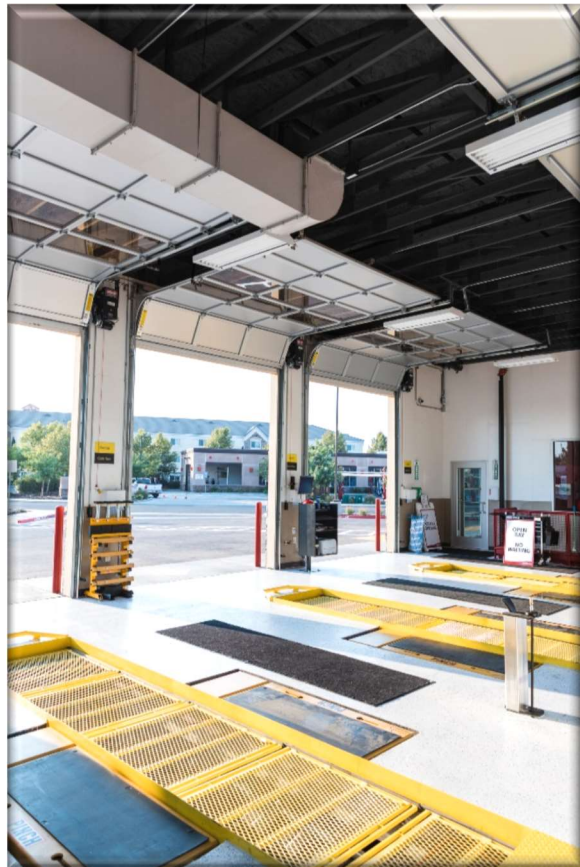
003

Desired customer experience:

The customer should see bay doors and windows that are clean and functioning properly.

1. Bay doors should be clean and free from any debris.
2. No cracked or broken panes/panels.
3. Windows are free from:
 - Dirt
 - Grease
 - Grime
 - Stains
 - Spills
 - Bugs
 - Smudges
 - Fingerprints
 - Paint Chips
 - Splatter
 - Bird Droppings
 - Streaks
 - Cobwebs
 - Graffiti
4. No unauthorized decals or signs on windows.
5. All rollers on bay doors should be functioning properly and in track.
6. All bay doors should have latches and/or locking mechanism. The locking mechanism should be in proper working order.

7. Bay doors should remain completely open during service center operations. In some circumstances (e.g. high winds or other inclement weather), it is acceptable to close one or both bay doors across each bay in order to maintain the safety of customers and employees.



Core Bay

Standards for Excellence

004 Exterior Painting and Building Upkeep

004

Desired customer experience:

The customer should see an exterior building and drive that is well maintained, clearly marked and freshly painted.

1. Building should be structurally safe and in good repair.
2. Building walls clean, well-maintained and free of graffiti.
3. Roof should be clean and well maintained - free of bird droppings, bird nests, torn or missing shingles.
4. Paint should not be peeling, badly stained or faded. Paint should be in compliance with Jiffy Lube Brand Standards for color code and schemes.
5. Curbs, if painted, should be freshly painted with approved colors and free from dirt or tire marks. Bumper posts should also be painted within brand standards.



Standards for Excellence

005 Exterior Lighting and Main Signage

005

Desired customer experience:

The customer should see a well-lit building with visible signage that is professional and functioning properly.

1. All outside lights should be functioning properly.
2. Lights and light covers free from:
 - Dirt
 - Bugs
 - Rust
 - Paint
 - Splatter
 - Cobwebs
3. Signage lighting should be well illuminated after dusk and during inclement weather.
4. Signage should be free from damaged faces, fonts, missing pieces or dented poles. Signs/poles are structurally safe and undamaged.
5. Signage and pole should be free from visible cracks, fading, peeling, or chipped paint. Sign pole should not have any unauthorized signage attached to it (e.g. garage sale signs).



Actions for Excellence

306 Tidy Lot

306

Objective **Inspect the lot to ensure that it is maintained to the appropriate standard.**

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Small garbage can• Broom• Dust pan
Frequency:	Every two hours		
Timing:	Open, Close; As needed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Gardening gloves
Performed by:	All employees (assigned task)		

Activity Steps:

1. Collect all safety equipment and supplies needed.
2. Be aware of moving vehicles while walking the property.
3. Walk the entire property, picking up any trash and cigarette butts.
 - Starting at the front of the service center, walk along the grass and landscaping.
 - Starting at the front of the service center, walk along the building perimeter.
 - Starting at the front of the service center, walk along the curb lines.
4. Pull any weeds along curb lines, between cracks and around building.
5. Empty trash can into dumpster.
6. Return all equipment to correct place.
7. Initial Activity Board.

Actions for Excellence

308 Hold “Open Bay” Sign

308

Objective Ensure customers are being positively encouraged to take advantage of an empty bay.

Duration: Until there is a customer in a bay

Materials Needed: • “Open Bay” sign

Frequency: As needed

Timing: When bays are empty

HSSE: • Oil/slip resistant shoes

Performed by: Any employee (assigned task)

Activity Steps:

Note: Some service centers may not be able to perform this activity due to local sign ordinances.

1. Gather “Open Bay” sign and safety equipment. Ensure bay signs are in good condition, free of grease and fingerprints. Signs must be professional in appearance.
2. Make sure you are in compliance with your entity’s dress code.
3. Choose the safest and most visible location to display the sign in sight of passing vehicles and other service center employees.
4. Hold sign up without blocking your view of passing traffic.
5. Direct the sign toward traffic and SMILE.
6. Hold the sign so drivers can read it (not too much movement).

7. When customer response is given, direct the customer to the service center entrance.
8. If negative response is encountered DO NOT RESPOND verbally or physically.
9. When customer pulls onto the lot, return to the bay to help serve the customer.
10. Return sign to the correct place.
11. Repeat when bays are empty.

Note: Best practice of one or two (maximum) employees on curb holding signs. No smoking during the activity

Actions for Excellence

314 Clean Lot

314

Objective

Clean the lot and maintain curb appeal.

Duration: 20 minutes

Materials Needed:

- Small trash can
- Broom and dust pan
- Leaf blower (optional)

Frequency: As needed

Timing: Open, Close; As needed

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Gardening gloves

Performed by: All employees (assigned task)

Activity Steps:

1. Collect all safety equipment and supplies needed.
2. Walk the entire property, picking up any trash and cigarette butts.
 - Starting at the front of the service center, walk along the grass and landscaping.
 - Starting at the front of the service center, walk along the building perimeter.
 - Starting at the front of the service center, walk along the curb lines.
3. Make note of any graffiti or landscaping needs and report to management.
4. Pull any weeds along curbs, in cracks and along building.
5. Sweep the lot to an area away from customer flow, pick up with dustpan and put into the garbage can. Ensure that any debris along the curb (loose gravel, dirt, etc.) is swept up.
6. If your service center uses a leaf blower, be sure to direct it away from customers. You should not use a leaf blower within 10 feet of a customer or a vehicle.
7. Place all trash in the dumpster.
8. Inspect light poles and striping. Make note and report any repainting needed to your supervisor.
9. Return all equipment to correct place.
10. Initial Activity Board.

Actions for Excellence

315 Clean Bay Doors

315

Objective Provide a clean environment that is visually appealing to customers and maintains the appropriate standard.

Duration: 15 minutes per bay

Materials Needed:

- Garden hose
- Scrub brush with extension
- Glass cleaner
- Squeegee with extension

Frequency: Weekly or as needed

Timing: Closing

HSSE:

- Oil/slip resistant shoes
- Safety glasses

Performed by: All employees (assigned task)

Activity Steps:

Note: Some local environmental agencies may not allow water cleaning without recapturing the water. Service center should consult with their entity to determine if this regulation applies.

1. Gather all safety equipment and supplies needed.
2. Roll one bay door all the way down.
3. Rinse door from top to bottom.
4. While wet, scrub with scrub brush from top to bottom.
5. Rinse with water from top to bottom.
6. Leave door down to dry.

7. Repeat steps 3 through 7 on all bay doors.
8. Return to first door washed and clean the windows using paper towels and glass cleaner. Inside and outside glass should be cleaned. Repeat on all bay doors.
9. Discard any used paper towels in trash can.
10. Return all equipment to correct place.



Upper Bay Standards and Actions for Excellence

Standards for Excellence

<u>Code</u>	<u>Description</u>
031	Service Review Podium
032	Bay Terminal Podium
033	Oil Consoles
034	Seat Cover and Floor Mat Holder
035	Ancillary Machines
036	Inventory (Upper, Lower and Services Bays)
037	Upper and Services Bay Walls, Ceiling and Lights
038	Upper and Services Bay Floors
039	Vehicle Lifts
040	Tire Machines

Actions for Excellence

<u>Code</u>	<u>Description</u>
300	Tidy Service Review Podium
304	Tidy Upper Bay
317	Tidy Services Bay
332	Clean Upper Bay
334	Clean Services Bay

FLOOR CONTROL					
Positions	CSA _____	UBT _____	LBT _____	CT _____	
	CSA _____	UBT _____	LBT _____	CT _____	
	CSA _____	UBT _____	LBT _____	CT _____	
	CSA _____	UBT _____	LBT _____	CT _____	
Ancillary & MultiCare Technicians	Anc 1 _____	Anc 2 _____	Anc 3 _____		
	ST _____	ST _____	ST _____	Ins _____	Ins _____

DOWNTIME ACTIVITIES (every 2 hours)	#	Name	Open-9:00 AM	9:00 AM-11:00 AM	11:00 AM-1:00 PM	1:00 PM-3:00PM	3:00PM-5:00PM	5:00PM-Close
Brew coffee	311							
Tidy customer restroom	302							
Tidy lounge	301							
Tidy lot	306							
Tidy vehicle information podium	300							
Tidy office	307							
Tidy upper bay	304							
Tidy MultiCare bay	317							
Tidy employee restroom	305							
Tidy lower bay	303							

Daily Activities pertaining to Upper Bay

Items to be performed at closing

ONCE PER DAY ACTIVITIES								
Clean lot	314							
Clean customer restroom	312							
Clean lounge	309							
Clean lounge windows	310							
Clean office	316							
Clean upper bay	332							
Clean MultiCare bay	334							
Clean lower bay	333							
Clean employee restroom	313							
Clean storage room	331							

OTHER ACTIVITIES								

EMPLOYEE DEVELOPMENT								

SPECIAL REMINDERS								
HSSE								
#	\$							

Standards for Excellence

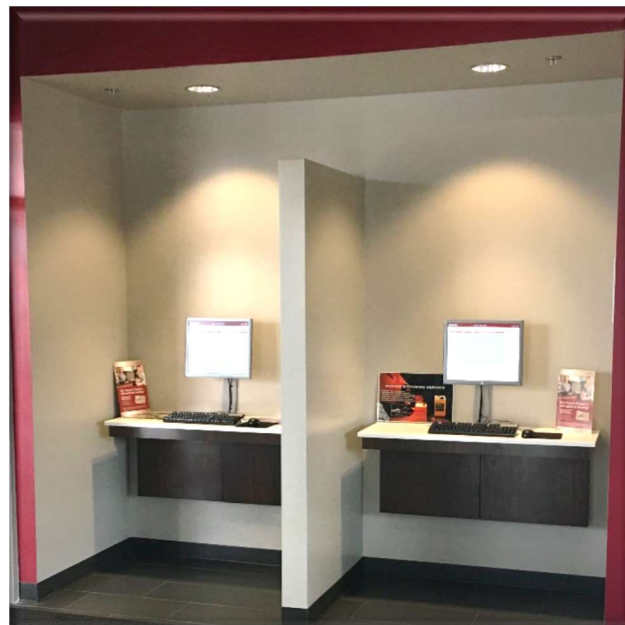
031 Service Review Podium

031

Desired customer experience:

The customer should see a Service Review Podium that looks inviting and professional. All POP material should be current and in place. All POP Material must have written approval from JLI prior to production.

1. The Service Review Podium should be painted and clean, free from scratches, dents, and marks, and uncluttered.
 - The unit itself should be level.
 - The wheels should be in good condition (if unit has wheels).
2. The monitor should be clean, and the screen should not have any smudges. Key pads and/or keyboard covers should be free of all dirt and grime.
 - The mouse should be in good condition and mouse pads should be clean with no tears or worn marks.
3. All approved signage and pamphlets should be current and not faded or torn.
4. All approved signage should be at the correct height so that all of the signs can be seen.
5. Podium should be positioned (angled if necessary) so that the customer may easily stand directly in front of the screen.
6. Personal items (food, drinks, purses, cigarettes, etc.) should not be stored on or in the Service Review Podium.



Standards for Excellence

032 Bay Terminal Podium

032

Desired customer experience:

The customer should see a bay terminal podium and computer system that is clean and organized. The podium should have tools readily accessible for the employees.

1. The bay terminal podium should be painted and clean, free from scratches, dents, and marks, and uncluttered.
 - The unit itself should be level.
 - The wheels should be in good condition (if unit has wheels).
2. The monitor should be clean and free from smudges. Key pads and/or keyboard covers should be free of all dirt and grime and professional in appearance.
3. Personal items (food, drinks, purse, cigarettes, etc.) should not be stored on or in the bay terminal podium.
4. The bay podium should be organized in an efficient manner that readies the service center to service vehicles quickly.
5. All items stored in the podium should be clean and free of finger prints and smudges. Fender covers should be clean with no tears or obvious wear marks.



Standards for Excellence

033 Oil Consoles

033

Desired customer experience:

The customer should see oil consoles that are clearly labeled, clean and functioning properly.

1. Oil console should be free from:
2. All oil, fluid dispensers and hoses should be clean, functioning properly and free from leaks.
 - Dust
 - Dirt
 - Grease
 - Oil
 - Splatter
 - Bugs
 - Smudges
 - Grime
3. All fluid dispensers should be labeled in accordance with all regulatory requirements.



Standards for Excellence

034 Seat Cover and Floor Mat Holder

034

Desired customer experience:

A seat cover and floor mat holder that is clean, professional in appearance and well stocked.

1. Seat cover holder should be professional in appearance and free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Products

2. Seat cover holder should be neat, organized and contain seat covers, floor mats and steering wheel covers.



Standards for Excellence

035 Ancillary Machines

035

Desired customer experience:

The customer should see radiator, transmission fluid exchange and AC machines that are clean, professional in appearance, free of leaks and functioning properly.

Radiator Coolant Exchange Machine(s)

1. Exterior of radiator machine(s) should be free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
2. Wheels should be in good working condition.
3. All hoses should be clean, functioning properly and free of leaks.
4. Used antifreeze container should be clean and free of leaks and labeled "used antifreeze". Used antifreeze container should have appropriate cover and should be clean.
5. Virgin antifreeze container should be clean and free of leaks and labeled "virgin antifreeze".
6. Any switches and/or knobs should be clean and functioning properly.
7. Electrical cord should have three prongs and be clean and in good working order.

Transmission Fluid Exchange Machine(s)

1. Exterior of the transmission fluid exchange machine should be free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
2. Wheels should be in good working condition.
3. All hoses should be clean, functioning properly and free of leaks.
4. Used transmission fluid containers should be clean and free of leaks and labeled "used transmission fluid".
5. Electrical cord should have three prongs and be clean and in good working order.
6. If the transmission fluid exchange machine has a toolbox on top or attached in any way, it should be clean, contain all fittings and be properly organized.

continued

Standards for Excellence

035 Ancillary Machines (continued)

035

AC Machine(s) (if applicable)

1. Exterior of the AC machine(s) should be free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
2. Wheels should be in good working condition.
3. All hoses should be clean, functioning properly and free of leaks.
4. Anti-blowback valves should be present and working properly.
5. The filters (inlet and outlet) should be properly marked, noting when they should be changed next.
6. Any switches and/or knobs should be clean and functioning properly.
7. When not in use, the refrigerant should be chained and locked to prevent theft.
8. Electrical cord should have three prongs, be clean and in good working order.



Standards for Excellence

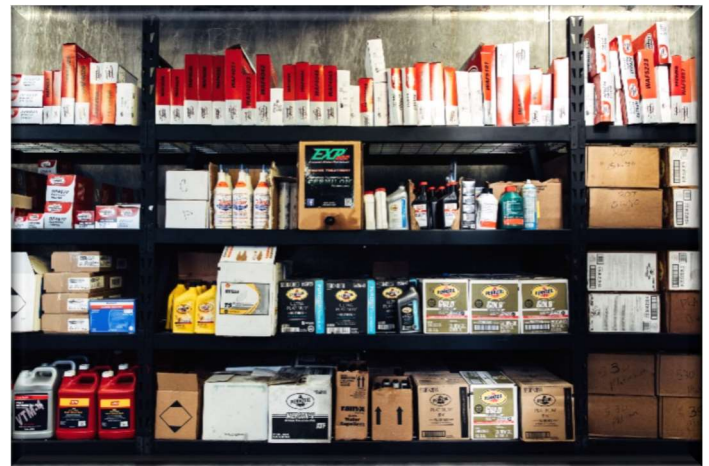
036 Inventory (Upper, Lower and Services Bays)

036

Desired customer experience:

The customer should see inventory that is sorted, stocked, professional in appearance and easy to access.

1. Inventory should be organized, clean, rotated and front facing.
2. Item number count sheets should be used to organize each inventory by alphanumeric sequence.
 - Example—Air Filters
PZA sequence, QSA sequence, HA sequence, PA sequence
 - Example—Fuel Filters
CH sequence, FG sequence, GF sequence, TP sequence
3. If there are any open cases, all items should be removed from the case.
4. All items should be front facing and restocked prior to counts.
5. Oil filters should be single stacked on racks in the lower bay.



Standards for Excellence

037 Upper and Services Bay Walls, Ceiling and Lights

037

Desired customer experience:

The customer should see an Upper and Services Bay where the walls and ceilings are clean. The lights should be functioning properly in order to provide a superior customer experience and a safe work environment.

1. All walls and ceiling should be free from:

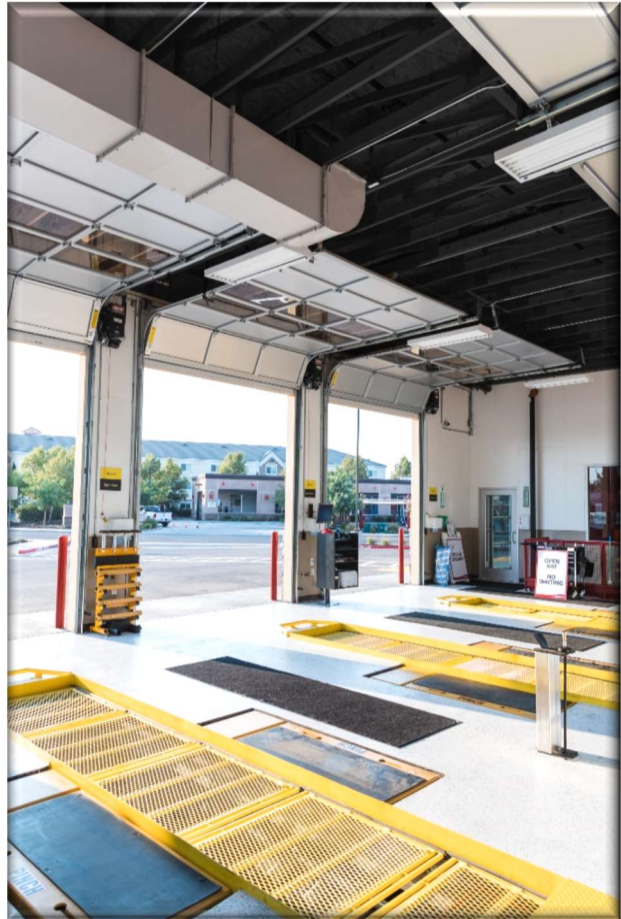
- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Product

2. All signage on walls should be in compliance with brand standards and current.

3. All signage should be arranged in an orderly fashion and in good condition.

4. Bay areas well lit; all light bulbs functioning properly and of the correct type. Light covers should be dust and bug free.

5. Overhead door tracks should not have any electrical cords, wires, bungee cords, rope or other hanging debris.



Core Bay

Standards for Excellence

038 Upper and Services Bay Floors

038

Desired customer experience:

The customer should see floors that are clean, free from oil, dirt and clutter. Clean bay floors should provide a safe environment for employees and customers.

1. Floors should be clean and free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Product

2. Aisles should be free from clutter with no boxes or merchandise on the floor.

3. No spilled or leaking product.

4. All mops, brooms, drums and other moveable items should be kept in their designated and appropriate place when not in use.

5. All bay openings should have an operable bay net that is in good condition. Bay net should not sag and should be closed and clipped to the end of the bay when not in use. Bay openings should be freshly painted safety yellow.



Standards for Excellence

039 Vehicle Lifts

039

Desired customer experience:

The customer should see vehicle lifts that are clean, professional in appearance and are functioning properly.

1. Vehicle lifts should be functioning properly. Safety locks and latches should be in good working order.
2. Lifts should move freely up and down without stops or swings.
3. Lifts should be free from any leaks at the pump and ram.
4. Area under lifts should be clean and free of debris.
5. Lift tools and equipment should be in good condition and stored neatly.



Service Bay



Tire Rotation Tools – Best Practice



Core Bay

Standards for Excellence

040 Tire Machines

040

Desired customer experience:

The customer should see tire balancing machines and tire change machines that are clean, professional in appearance and in good working order.

Tire Change Machine:

1. Exterior of tire mounting machine should be free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Product
2. All air hoses should be clean and free from leaks
3. Mounting table should be clean and all claws should be in good condition.
4. Foot pedals should be in good working order.
5. All wheel touching components should be in good condition.
6. Electrical cord should have 3 prongs and be in good condition and working order.
7. Tools should be organized and stored in the proper area.



continued

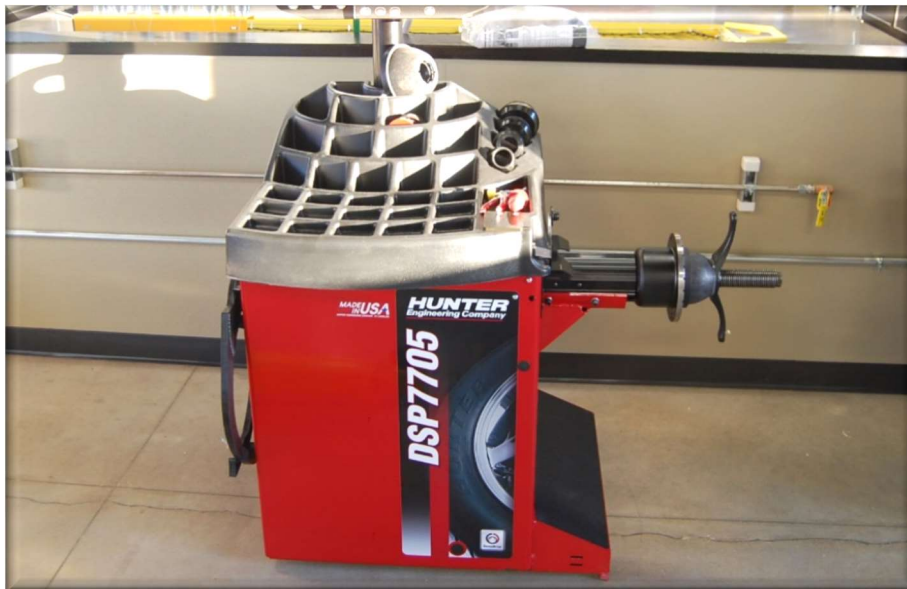
Standards for Excellence

040 Tire Machines (continued)

040

Tire Balancing Machine:

1. Exterior of tire mounting machine should be free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
2. Machine should be calibrated daily or per manufacturer recommendations.
3. All tools should be stored in the appropriate place.
4. Display should be in good working order with no tears or holes.
5. Electrical cord should have 3 prongs and should be clean and in good working order



Actions for Excellence

300 Tidy Service Review Podium

300

Objective **Maintain a clean and organized Service Review Podium.**

Duration:	2 minutes	Materials Needed:	<ul style="list-style-type: none">• Spray cleaner with towel• Terry cloth towel (for flat screen)• Product flyers• Printer paper/ink cartridge• Glass cleaner
Frequency:	Daily		
Timing:	Opening and as needed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves
Performed by:	CSA		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Ensure no customers are waiting for a service review.
3. Start at top of backboard wipe down with spray cleaner and paper towel. Wipe down podium top, sides and shelves, use caution near printer, CPU and any wires.
4. Restock product flyers if applicable.
5. Throw away any trash.
6. Clean monitor with glass cleaner and paper towel. For flat screens, use moist terry cloth towel.
7. Restock printer paper as needed.
8. Replace ink cartridge as needed.
9. Ensure no food or drinks or any other clutter is on or in podium.
10. Ensure current, approved decals and magnets are in their proper place.
11. Return supplies and put trash in container.
12. Initial Activity Board.

Actions for Excellence

304 Tidy Upper Bay

304

Objective

Maintain upper bay to required service center presentation standard during open hours.

Duration:

15 minutes

Materials Needed:

- Mop and bucket
- Broom and dust pan
- Floor cleaner
- Spray cleaner
- Clean shop towels
- Window cleaner

Frequency:

At least every two hours

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Nitrile gloves
- “Caution-Wet Floor” sign

Timing:

No customers or every 2 hours

Performed by:

All employees (assigned task)

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Sweep floor from front (car exit) to back (car entrance).
3. Use dustpan to collect dust/debris and dispose of into a trash can.
4. Position “Caution—Wet Floor” sign at rear of bay and mop floor using floor cleaner:
 - Mop from front (car exit) to back (car entrance).
 - Mop only the bays that have been used.
5. Dispose of dirty mop water in accordance with your entity’s policy.
6. Clean bay windows using window cleaner if smudged or visually dirty.
7. Wipe down podiums that are being used with spray cleaner and shop towels (Service Review and bay terminal podiums).
8. Wipe down oil guns and consoles using spray cleaner and shop towels:
 - Wipe down oil consoles.
 - Extend hose partially and wipe any spilled oil.
 - Finish by wiping down each oil gun.

continued

Actions for Excellence

304 Tidy Upper Bay (continued)

304

Activity Steps:

9. Empty trash cans if more than $\frac{3}{4}$ full or when odor is present. Replace with clean liner.
10. Restock all upper bay inventory items:
 - Air filters
 - Wiper blades
 - Packaged oil (if in the upper bay)
11. Restock bay podium terminals with:
 - Shop towels
 - Power steering fluid
 - Battery water
 - Window towels
12. Check that all tools and equipment are in their correct place, and reorganize if necessary.
13. Restock floor mats, seat covers, and steering wheel covers.
14. Initial Activity Board.

If interrupted by arrival of car, cease activity, stow supplies, and begin JTSS+ duties. Upon completion of JTSS+, return to activity.

Actions for Excellence

317 Tidy Services Bay

317

Objective **Maintain Services bay to service center presentation standard during open hours**

Duration:	15 minutes	Materials Needed:	<ul style="list-style-type: none">• Mop and bucket• Broom and dust pan• Floor cleaner• Spray cleaner• Clean shop towels• Window cleaner
Frequency:	At least every two hours		
Timing:	No customers or every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves• “Caution-Wet Floor” sign
Performed by:	All employees (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Sweep floor from front (car exit) to back (car entrance).
3. Use dustpan to collect dust/debris and dispose of into a trash can.
4. Position “Caution—Wet Floor” sign at rear of bay and mop floor using floor cleaner:
 - Mop from front (car exit) to back (car entrance).
5. Dispose of dirty mop water in accordance with your entity’s policy.
6. Clean bay windows using window cleaner if smudged or visually dirty.
7. Wipe down any machines that were used during service using spray cleaner and shop towels.
8. Empty trash cans if more than 3/4full or when odor is present. Replace with clean liner.
9. Restock all bay inventory
 - Tire plugs/patches
 - Wheel weights
 - Brake pads/rotors

continued

Actions for Excellence

Tidy Services Bay (continued)

317

Activity Steps:

10. Check that all tools and equipment are in their correct place and reorganize if necessary.

11. Restock bay with:

- Shop towels
- Brake cleaner
- Brake fluid
- Brake grease
- Tire lubricant
- Tire adhesives

12. Initial Activity Board

If interrupted by arrival of customer, cease activity, stow supplies and begin Jiffy Lube Multicare Services duties. Upon completion of Jiffy Lube Multicare Services duties, return to activity.

Actions for Excellence

332 Clean Upper Bay

332

Objective Provide a clean environment for employees and customers that allows JTSS+ to be performed efficiently, and maintains the appropriate standard.

Duration: 30 minutes

Materials Needed:

- Mop and bucket
- Broom and dustpan
- Floor cleaner
- Spray cleaner
- Clean shop towels
- Window cleaner

Frequency: Once daily

Timing: Closing

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Bump cap
- Nitrile gloves
- “Caution—Wet Floor” sign

Performed by: All employees

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Sweep floor from front (car exit) to back (car entrance).
3. Use dustpan to collect dust/debris and dispose of into a trash can.
4. Position “Caution—Wet Floor” sign at rear of bay and mop floor using floor cleaner:
 - Mop from front (car exit) to back (car entrance).
 - Mop all bays.
5. Dispose of dirty mop water in accordance with your entity’s policy.
6. Clean bay windows using window cleaner if smudged or visually dirty.
7. Wipe down all podiums, including supplies on podium, using spray cleaner and shop towels (Service Review podium and bay terminal podiums).
8. Wipe down oil guns and consoles using spray cleaner and shop towels:
 - Wipe down oil consoles.
 - Extend hose partially and wipe any spilled oil.
 - Finish by wiping down each oil gun.
9. Clean ancillary machines by wiping down with shop towel and using spray cleaner. Organize and clean any connectors or tools associated with the ancillary machine.

continued

Actions for Excellence

332 Clean Upper Bay (continued)

332

Activity Steps:

10. Mop surface of tire rotation lift(s).
Clean under lift machine.
11. Empty trash can and replace with clean liner.
12. Restock all upper bay inventory items, face and front. For example:
 - Air filters
 - Wiper blades
 - Packaged oil (if upstairs)
13. Restock bay podium terminals with necessary materials. For example:
 - Shop towels
 - Power steering fluid
 - Battery water
 - Window towels
14. Check that all tools and equipment are in their correct place, and reorganize if necessary.
15. Restock floor mats, seat covers, and steering wheel covers.
16. Initial Activity Board.

Actions for Excellence

334 Clean Services Bay

334

Objective Provide a clean environment for employees and customers that allows Services to be performed efficiently, and maintains the appropriate standard.

Duration: 30 minutes

Materials Needed:

- Mop and bucket
- Broom and dust pan
- Floor cleaner
- Spray cleaner
- Clean shop towels
- Window cleaner

Frequency: Once daily

Timing: Closing

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Bump cap
- Nitrile gloves
- “Caution-Wet Floor” sign

Performed by: All employees
(assigned task)

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Wipe down all machines using spray cleaner and shop towels. Organize and clean any adaptors or tools associated with the Services machines.
3. Check that all tools and equipment are in their correct place and reorganize if necessary.
4. Restock Services bay with necessary materials. For example:
 - Shop towels
 - Brake fluid
 - Brake grease
 - Wheel weights
5. Restock all Services inventory items, face and front. For example:
 - Tire displays
 - Brake pads and rotors
6. Sweep floor from front (car exit) to back (car entrance).
7. Use dustpan to collect dust/debris and dispose of into a trash can.
8. Position “Caution—Wet Floor” sign at rear of bay and mop floor using floor cleaner:
 - Mop from front (car exit) to back (car entrance).
 - Mop all applicable bays.

continued

Actions for Excellence

334 Clean Services Bay (continued)

334

Activity Steps:

9. Mop surface of vehicle lift(s) and clean around and under lift(s) as applicable.
10. Dispose of dirty mop water in accordance with your entity's policies.
11. Clean bay windows using window cleaner if smudged or visually dirty.
12. Empty trash can and replace with clean liner.
13. Initial Activity Board.



Lower Bay Standards and Actions for Excellence

Standards for Excellence

<u>Code</u>	<u>Description</u>
051	Lower Bay Walkways
052	Lower Bay Walls, Ceiling and Lights
053	Lower Bay Tools
054	Services Bay Tools

Actions for Excellence

<u>Code</u>	<u>Description</u>
303	Tidy Lower Bay
333	Clean Lower Bay

FLOOR CONTROL										
Positions	CSA	_____	UBT	_____	LBT	_____	CT	_____		
	CSA	_____	UBT	_____	LBT	_____	CT	_____		
	CSA	_____	UBT	_____	LBT	_____	CT	_____		
	CSA	_____	UBT	_____	LBT	_____	CT	_____		
Ancillary & MultiCare Technicians	Anc 1	_____	Anc 2	_____	Anc 3	_____				
	ST	_____	ST	_____	ST	_____	Ins	_____	Ins	_____
DOWNTIME ACTIVITIES (every 2 hours)										
	#	Name	Open-9:00 AM	9:00 AM-11:00 AM	11:00 AM-1:00 PM	1:00 PM-3:00PM	3:00PM-5:00PM	5:00PM-Close		
Brew coffee	311									
Tidy customer restroom	302									
Tidy lounge	301									
Tidy lot	306									
Tidy vehicle information podium	300									
Tidy office	307									
Tidy upper bay	304									
Tidy MultiCare bay	317									
Tidy employee restroom	305									
Tidy lower bay	303									
ONCE PER DAY ACTIVITIES										
Clean lot	314									
Clean customer restroom	312									
Clean lounge	309									
Clean lounge windows	310									
Clean office	316									
Clean upper bay	332									
Clean MultiCare bay	334									
Clean lower bay	333									
Clean employee restroom	313									
Clean storage room	331									
OTHER ACTIVITIES										
EMPLOYEE DEVELOPMENT										
SPECIAL REMINDERS										
HSSE										
#		\$								

Daily Activities pertaining to Lower Bay

Items to be performed at closing

Standards for Excellence

051 Lower Bay Walkways

051

Desired customer experience:

The customer should see lower bay walkways that are clean, free from oil, dirt and clutter. The clean floors should provide a safe work environment for employees.

1. Floors should be clean and free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Products

2. Aisles should be free from clutter with no boxes or merchandise on the floor.

3. No spilled or leaking product.

4. All mops, brooms, drums and other moveable items should be kept in their designated places when not in use.



Standards for Excellence

052 Lower Bay Walls, Ceiling and Lights

052

Desired customer experience:

The customer should see a lower bay where the walls and ceilings are clean. The lights should be functioning properly in order to provide a superior customer environment and a safe work environment.

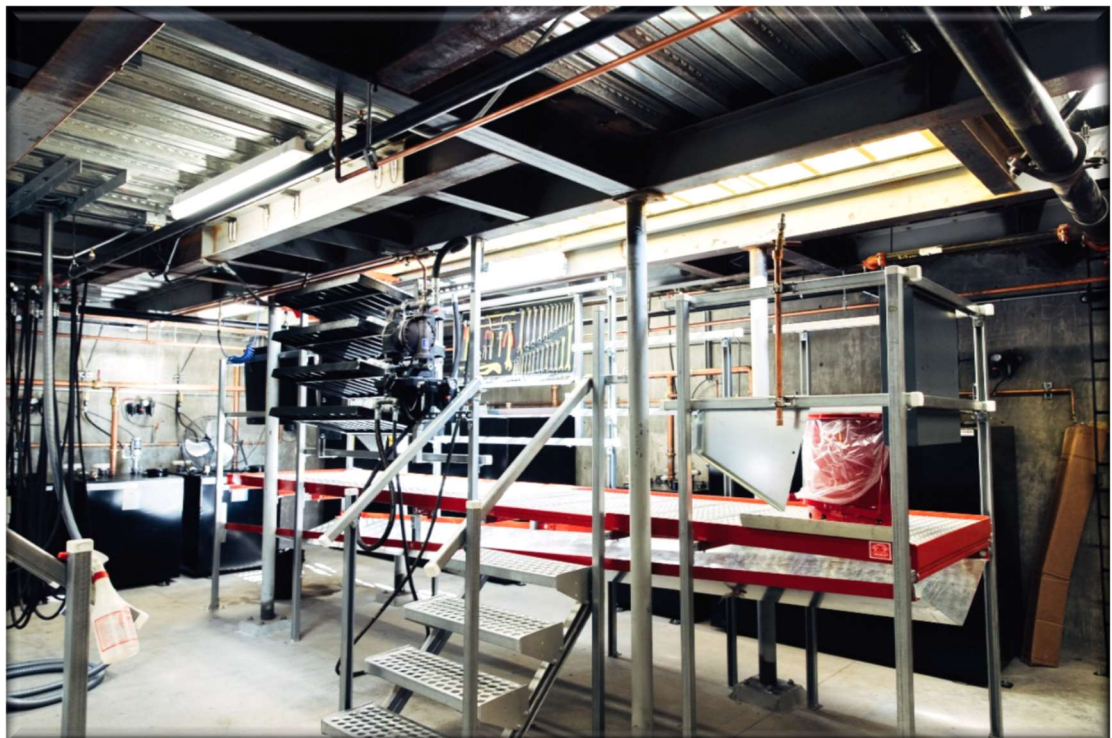
1. All walls and ceiling should be free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Products

2. Lower bay should be well lit; all bulbs functioning properly.

3. Light covers should be free from cracks, dents or missing sections and all covers are uniform.

4. All emergency lighting should be functioning and all safety signs should be present, clean and intact.



Standards for Excellence

053 Lower Bay Tools

053

Desired customer experience:

The lower bay tools should be clean, organized and good working condition.

1. All tools should be stowed away properly.
2. All tools should be clean and in working condition.
3. Tool boards should be clean, free from oil and grease and other foreign material.



Standards for Excellence

054 Services Bay Tools

054

Desired customer experience:

All tools should be clean, organized and in good working condition. All tools cabinets should be clean, organized and in good working condition. All tools should be organized in the cabinet.

1. All tools should be stowed away properly.
2. All tools should be clean and in working condition.
3. Tool boards should be clean, free from oil and grease and other foreign material
4. Tool cabinets should be clean and in good working order. All tools should be organized in the cabinet.



Actions for Excellence

303 Tidy Lower Bay

303

Objective Provide a clean environment for employees that allows JTSS+ to be performed efficiently and maintain appropriate standard.

Duration:	15 minutes	Materials Needed:	<ul style="list-style-type: none">• Mop and bucket• Broom and dust pan• Floor cleaner• Spray cleaner• Clean shop towels
Frequency:	Every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Bump cap• Nitrile gloves• “Caution-Wet Floor” sign
Timing:	No customers present		
Performed by:	All employees (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Ensure that all shop towels are picked up and placed in appropriate area.
3. Wipe down all yellow metal (both handrails and bay openings) using spray cleaner sprayed on a shop towel.
4. Wipe down any spills or oil accumulation on oil tanks and drums including grease.
5. Check to make sure all tank covers are closed, especially after delivery.
6. Ensure that filter crusher (if present) and surrounding wall is wiped down.
7. Wipe down all oil, air and water hoses.
8. Remove any cardboard and sweep the floor.
9. Place “Caution—Wet Floor” sign at bottom of the stairs.
10. Prepare floor cleaner and apply to lower bay floor in accordance with the product manufacturer’s instructions.
11. You may use a broom to scrub the floor.
12. Wipe walls clean.
13. Empty trash cans if more than 3/4 full, wipe clean and replace liners.
14. Wipe tool boards and tools clean and put in proper location.
15. Restock oil filters on bay shelving.
16. Break down and dispose of empty oil case boxes.
17. Dispose of any oily water in accordance with your entity’s policy.
18. Initial Activity Board.

Actions for Excellence

333 Clean Lower Bay

333

Objective Provide a clean environment for employees that allows JTSS+ to be performed efficiently and maintains the appropriate standard.

Duration: 30 minutes

Materials Needed:

- Mop and bucket
- Broom and dust pan
- Floor cleaner
- Spray cleaner
- Clean shop towels

Frequency: Once daily

Timing: Closing

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Bump cap
- Nitrile gloves
- “Caution-Wet Floor” sign

Performed by: All employees
(assigned task)

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Ensure that all shop towels are picked up and placed in appropriate area.
3. Wipe down all yellow metal (both handrails and bay openings) using spray cleaner sprayed on a shop towel.
4. Wipe down any spills or oil accumulation on oil tanks and drums including grease.
5. Ensure that filter crusher (if present) and surrounding wall are wiped down.
6. Wipe down all oil, air and water hoses.
7. Remove any cardboard and sweep the floor.
8. Place “Caution—Wet Floor” sign at bottom of the stairs.
9. Prepare floor cleaner and apply to lower bay floor in accordance with the product manufacturer’s instructions.
10. You may use a broom to scrub the floor.
11. Wipe walls clean.
12. Wipe tool boards and tools clean and put in proper location.
13. Restock oil filters on bay shelving.
14. Break down and dispose of empty oil case boxes.
15. Empty all trash containers.
16. Dispose of any oily water in accordance with your entity’s policy.
17. Initial Activity Board.



Lounge

Standards and Actions for Excellence

Standards for Excellence

<u>Code</u>	<u>Description</u>
071	Lounge Doors, Windows and Shades
072	Lounge Ceiling and Lights
073	Coffee Bar
074	Magazine Rack / WiFi
075	Lounge Chairs and Benches
076	Cash-out Counter and Menu Board
078	Interior POP
079	Restroom (Overall)
080	Restroom (Sink, Mirror and Paper Towels)
081	Restroom (Toilet, Toilet Paper and Toilet Seat Covers)
082	Lounge (Overall)

Actions for Excellence

<u>Code</u>	<u>Description</u>
301	Tidy Lounge
302	Tidy Customer Restroom
309	Clean Lounge
310	Clean Lounge Windows
311a	Brew Coffee (Coffee Machine with Airpot)
311b	Brew Coffee (Coffee Pot)
311c	Brew Coffee (Single Service)
312	Clean Customer Restroom

Standards for Excellence

071 Lounge Doors, Windows and Shades

071

Desired customer experience:

The customer should see lounge doors and shades that are well maintained and in good working order.

1. All lounge doors should be functioning properly and free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Fingerprints
- Graffiti
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Products
- Adhesive Tape

2. Door handles should be tight, functioning properly, and surfaces should be free from dirt, grease, grime, stains, smudges and fingerprints.

3. Door actuators should be functioning properly.

4. Interior door window (exiting service center) should contain approved standard Jiffy Lube Multicare window decals.

5. The lounge door (leading to and from the bay) should be clean, functioning properly and have the approved standard Jiffy Lube Multicare door decals.

6. Door kick plates should be clean and shiny.

7. Both sides of ALL windows should be free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Fingerprints
- Graffiti
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Products
- Adhesive Tape

8. Windows should be in good repair, with no cracked or broken panes. Windows adjacent to doors should be clean with no smudges.

9. The window on the lounge door to the bay should be clean.

10. Bay windows separating the lounge or hallway from the bays should be clean and contain no signage. This is to allow customers an unobstructed view into the bays.

continued

Standards for Excellence

071 Lounge Doors, Windows and Shades (continued)

071

11. Only approved lounge window cling POP should be present on windows.
12. Window shades should be at the correct position for time of day and weather.
 - All the way down in bright sunlight to prevent direct exposure on customers.
 - Halfway up if direct sunlight does not enter window.
 - All the way up during closing hours.



Standards for Excellence

072 Lounge Ceiling and Lights

072

Desired customer experience:

Ceiling and lights that are professionally maintained that provide customers with a well-lit, comfortable environment while they wait for their cars to be serviced.

1. Lounge area should be well lit; with all light bulbs functioning properly.
2. Lens covers should be free of cracks, dents, bugs, dust or missing sections.
3. Ceiling tiles should not be cracked, stained or discolored.
4. Ceiling and air vents should be clean and free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Fingerprints
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust



Standards for Excellence

073 Coffee Bar

073

Desired customer experience:

The customer should see and smell a coffee bar that is professionally maintained and have access to a fresh, hot cup of coffee.

1. Coffee bar should be present in lounge.
2. Counter top should be free of litter, spills, stains, dirt, scratches and bugs.
3. Coffee machine, pot, airpot or single serve should be functioning properly and coffee should be:
 - Fresh, hot (not lukewarm)
 - Available throughout the day
4. Station should be stocked with:
 - Cups
 - Sugar
 - Creamer
 - Sweeteners
 - Stirrers
5. Trash can in coffee bar (if applicable) should be lined with plastic bag.
6. POP holder should be clean and have current POP. All POP material must have written approval from Jiffy Lube International prior to production.



Standards for Excellence

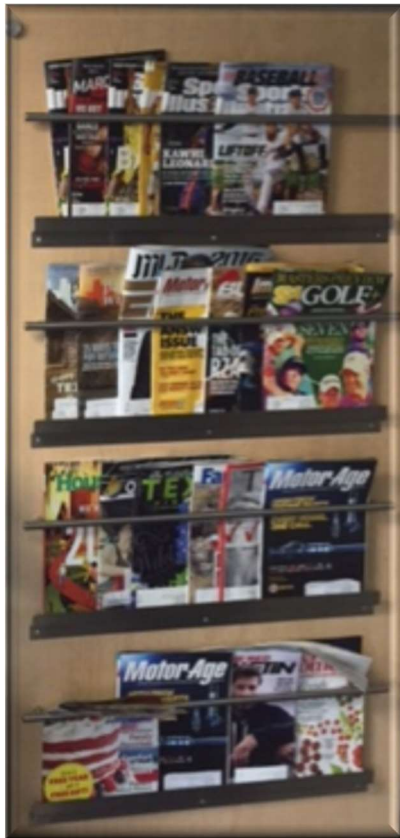
074 Magazine Rack / WiFi

074

Desired customer experience:

The customer should see a clean and professionally maintained magazine rack with current magazines. If WiFi is provided, a clean and professional sign should be in place with WiFi password provided.

1. Magazine rack should be clean and free of dust, grease, paint chips, scratches and other foreign material.
2. Each service center should provide a variety and adequate amounts of appropriate reading material for customers.
3. Magazines and other customer reading material should be neat, orderly, not ripped or torn and not outdated.
4. Publications that may cause offense to customers are not permitted.
5. If WiFi is provided:
 - The WiFi sign should be posted in a conspicuous place and included the password.
 - The WiFi signal should be available throughout the lounge area.
6. The CSA should tell the customer about the WiFi and give them the password during the lounge orientation.



Standards for Excellence

075 Lounge Chairs and Benches

075

Desired customer experience:

The customer should see lounge chairs and benches that are professionally maintained and functioning properly. The lounge chairs and benches should provide a comfortable environment for the customers while they wait for their cars to be serviced.

1. Each service center lounge should provide clean, comfortable and well maintained seating.
2. Chairs should be neatly organized and not blocking any doors.
3. Chairs should be free of scratches and tears.
4. Chairs should sit firmly on the ground on all four legs and they should not wobble.



Standards for Excellence

076 Cash-out Counter and Menu Board

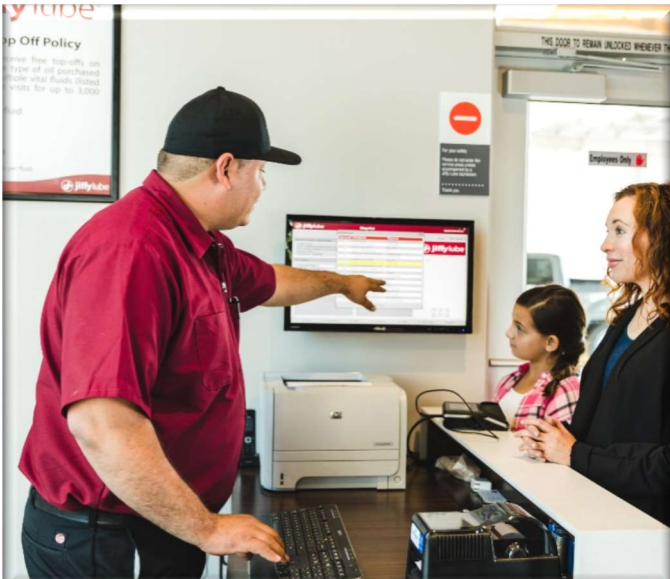
076

Desired customer experience:

The customer should see a cash-out counter that is properly maintained, that in turn provides the foundation for a professional cash-out.

1. Counter should be clean, free from dust, stains, paint chips, marks, etc.
2. The countertop area should not be overstocked, overcrowded or cluttered. Space should be available for the sales transaction.
3. No evidence of food should be present in the counter top area, including food spills, crumbs, candy wrappers or plastic drink bottles.
4. Administrative materials or notes posted for cashiers should not be visible to customers.

5. A menu board that meets brand standards should be present in the cash-out area. The menu board should be clean and reflect accurate prices and services.



6. The following items should be present on the counter and functioning properly:
 - Bar code scanner
 - Electronic signature pad
 - Gift cards

Standards for Excellence

078 Interior POP

078

Desired customer experience:

The Customer should see POP that is current and well maintained. The POP should provide customers with relevant and appropriate information while they wait for their cars to be serviced.

1. All Jiffy Lube Multicare POP should be current, well maintained and free from:

- Fading
- Stains
- Chips
- Dust
- Cracks
- Paint

2. No more than 2 non-Jiffy Lube Multicare branded elements of wall POP should be present in the lounge. Non-Jiffy Lube Multicare branded POP must be no larger than 75% of the size of the Jiffy Lube Multicare branded POP.

3. All POP should be posted within correctly-sized, clean and well maintained frames. Exceptions may only include window clings or displays that are uniquely sized or shaped. All POP material must have written approval from JLI prior to production.



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JLU
JIFFY LUBE UNIVERSITY

Jiffy Lube University is an extensive training program to help Jiffy Lube Multicare technicians become skilled in providing comprehensive vehicle maintenance.

- Investing more than 2 million hours, training nearly 40,000 technicians
- Offers college credits by American Council on Education
- First ASE accredited training provider in the industry

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jiffylube multicare™

WE DO MORE THAN JUST OIL CHANGES.

- Tire Services
- Barbary Services
- Tune-up Services
- Cooling System Services
- Jiffy Lube Multicare™ Signature Service™ Oil Change
- Brake Services
- Suspension Services
- Drivetrain Services

PENNZOIL Please note: Not all services are offered at every Jiffy Lube Multicare™ service center.

Standards for Excellence

079 Restroom (Overall)

079

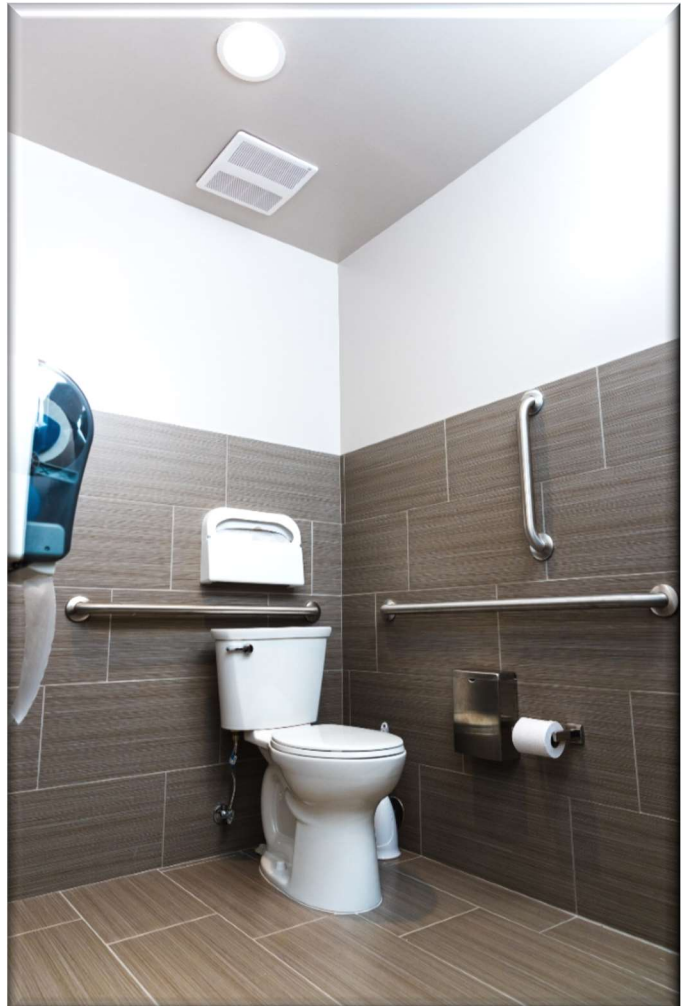
Desired customer experience:

The customer should see a restroom that is professionally maintained, stocked and operating properly.

Every aspect of the restroom should be clean, including each of the following main areas:

1. Doors, ceilings, air vents, fixtures and walls should be free of marks and graffiti.
2. No excessive odors.
3. Floors, grout and baseboard should be clean from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Litter
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Product
 - Toilet Paper
4. No broken or missing tiles.
5. Trash containers should be clean inside and out and have a trash liner.
6. Light fixtures should be clean and functioning properly. No burnt out bulbs, cracked or missing light panels.

7. Restroom door should be functioning properly with:
 - Lock present and functioning
 - Door actuator present and functioning (opening and closing)
8. Cleaning supplies such as plungers, chemicals, and toilet bowl brushes should not be kept in the customer restroom.



Standards for Excellence

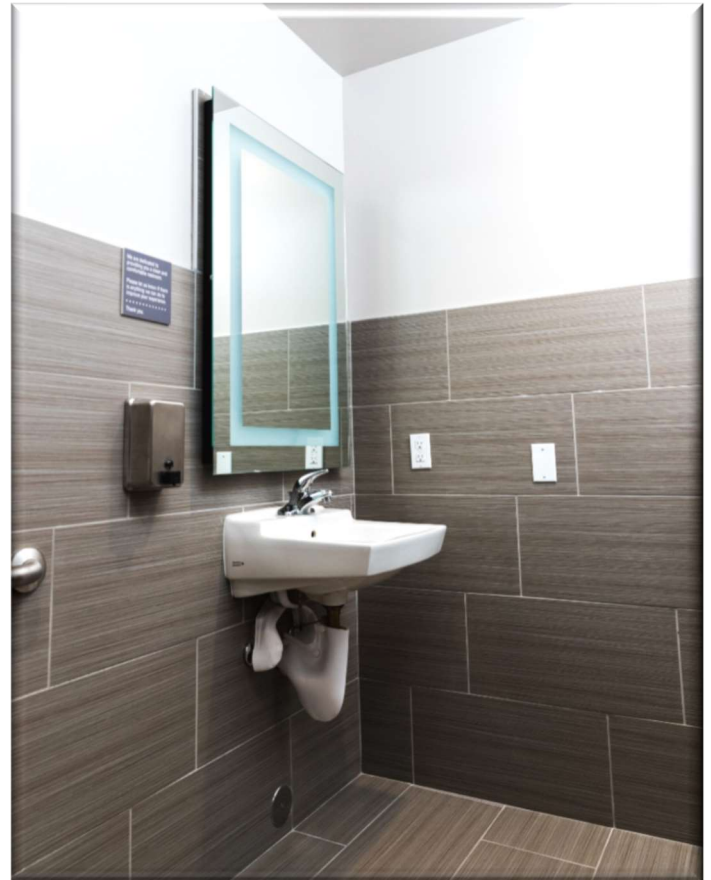
080 Restroom (Sink, Mirror and Paper Towels)

080

Desired customer experience:

The customer should see a restroom that is professionally maintained, stocked and operating properly.

1. Sink should be functioning properly.
 - Cold (and hot) water in correctly labeled faucets.
 - No leaking, dripping faucets.
 - Sink plug present and working.
2. Sink should be thoroughly clean inside and out and free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Scuff Marks
3. Mirror should be clean and free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Chips
 - Cracks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Scuff Marks
 - Scratches
4. Caulking around sink should be fresh and intact
5. Liquid soap container should be clean and at least a quarter full at all times.
6. Paper towel dispenser should be clean and at least a quarter full at all times.
7. If applicable, baby change facilities should be clean, stocked and operational.



Standards for Excellence

081 Restroom (Toilet, Toilet Paper and Toilet Seat Covers)

081

Desired customer experience:

The customer should see a restroom that is professionally maintained, stocked and operating properly

1. Toilets (including commodes and urinals) should be functioning properly.
2. Toilet should be clean inside and out and free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
3. Toilet seat and lid should be in proper working order and attached correctly to bowl.
4. One spare roll of toilet paper should be visible.
5. If applicable, toilet seat cover dispenser should be clean and at least a quarter full at all times.
6. Caulking around toilet base should be fresh and intact.



Standards for Excellence

082 Lounge (Overall)

082

Desired customer experience:

The customer should see a customer lounge that is clean, comfortable and has well maintained seating.

1. Lounge should be thoroughly clean.

Paint should meet brand standards.

The ceilings, walls, floors and furniture should be free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Rust
- Scuff Marks
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Finger Prints
- Spilled Products

2. All items in lounge should be functioning properly:

- Doors
- Window Shades
- Lights
- Radio/TV (tuned to station acceptable to all demographics)
- Chairs

3. Aisles should be clear and unobstructed.

4. The room temperature should be comfortable with appropriate heating or air conditioning as necessary.



Actions for Excellence

301 Tidy Lounge

301

Objective Check lounge to ensure that it is maintained to appropriate standard.

Duration:	5 minutes	Materials Needed:	<ul style="list-style-type: none">• Spray cleaner• Towel• Disinfectant cleaner• Broom and dust pan
Frequency:	At least every two hours		
Timing:	No customers present or every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves
Performed by:	All employees (assigned task)		

Activity Steps:

1. If customers are present, announce that you are going to “freshen up the lounge and please excuse the inconvenience.”
 - Do not spray any cleaner or disinfectant within 3' of customers.
2. Check level of coffee; if less than $\frac{1}{4}$ full or is not fresh then refill (refer to Actions for Excellence 311a or 311b).
3. Inspect and check lounge for cleanliness to appropriate standard. It may be necessary to perform the Clean Lounge Action for Excellence - 309.
4. Wipe down surface of coffee bar using disinfectant cleaner.
5. Restock all supplies as necessary.
6. Collect all loose newspapers and magazines and organize.
 - Discard all inappropriate reading material (except if customer is reading).
 - Discard any reading material that is outdated or showing signs of excessive use (except if customer is reading).
7. Check menu board to ensure that proper price points and service signs are visible and appropriately arranged. Notify manager on duty if any price points or service signs are missing.
8. Visually check and verify all lights are working.

continued

Actions for Excellence

301 Tidy Lounge (continued)

301

Activity Steps:

9. Sweep floor and dispose of dirt and debris.
10. Collect and discard all trash left behind by customers.
11. Check all trash cans, including coffee bar trash can, and replace liner if more than $\frac{3}{4}$ full or when odor is present.
12. Arrange chairs in a standard format for lounge.
 - Adjust window shades depending on time of day/weather:
 - Lower window shades all the way to limit direct sunlight exposure on customers.
13. Raise window shades to halfway if no direct sunlight is entering lounge.
14. Remove all cleaning supplies and equipment.
15. Initial Activity Board.

Actions for Excellence

302 Tidy Customer Restroom

302

Objective Check restrooms to ensure that they are maintained to appropriate standard.

Duration:	3 - 5 minutes	Materials Needed:	<ul style="list-style-type: none">• Broom and dust pan• Disposable towels• Trash bags• Toilet brush
Frequency:	At least every two hours		
Timing:	No customers present or every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves
Performed by:	All employees (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Knock on door to alert customers — return later if customer is present.
3. Inspect restroom for cleanliness to appropriate standard. It may be necessary to perform the Clean Restroom Action for Excellence - 312.
4. Sweep floors and dispose of dirt and debris.
5. Using only water, wet a towel and wipe down the inside of sink. Dispose of towel in trash can.
6. Clean inside of toilet with toilet brush, flush when complete. Ensure that the inside toilet bowl is free of any debris.
7. Check restroom supplies (toilet paper, liquid soap, seat liners, paper towels) and replenish if necessary.
8. Replace trash bag if trash is more than $\frac{3}{4}$ full or when odor is present.
9. Initial Activity Board.

Actions for Excellence

309 Clean Lounge

309

Objective Provide customers with a comfortable, bright, clean and hazard free area to relax while their vehicle is being serviced.

Duration: 10 minutes

Materials Needed:

- Mop and bucket
- Spray cleaner with towel
- Glass cleaner & paper towels
- Disinfectant cleaner
- Broom and dust pan
- Floor cleaner
- Ladder or extender pole

Frequency: Once daily or as needed

Timing: No customers present or at closing

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Nitrile gloves
- “Caution—Wet Floor” sign

Performed by: All employees (assigned task)

Activity Steps:

1. If customers are present announce that you are going to freshen up the lounge and to please excuse the inconvenience.
 - Do not spray any cleaner or disinfectant within 3' of customers.
2. Check level of coffee; less than ¼ full, refill. (refer to Actions for Excellence 311a or 311b).
 - If activity is performed after closing, empty coffee container, rinse thoroughly with water, and leave open in coffee making area.
3. Wipe down all surfaces of coffee bar, including inside of trash can area and door, using disinfectant cleaner.
4. Restock cup and condiment supplies on coffee bar.
5. Clean glass on all doors and lounge windows (refer to Actions for Excellence 310).
6. Clean all laminate panels at cashier and lounge areas, including chair rails, with spray cleaner and towel. Do not use shop towels.
7. Clean chair seat/back surfaces and armrests with spray cleaner. Wipe residue with towel.

continued

Actions for Excellence

309 Clean Lounge (continued)

309

Activity Steps:

8. Collect all loose newspapers and magazines and organize.
 - Discard all inappropriate reading material.
 - Discard any reading material that is outdated or showing signs of excessive use (except if customer is reading).
9. Check menu board to ensure that proper price points and service signs are visible and appropriately arranged. Notify manager if any price points or service signs are missing.
10. Visually check and verify all lights are working. Replace any non-functioning light bulbs that are reachable. Clean all light switches and thermostat of fingerprints. Ensure all light covers are clean and free of dust and bugs.
11. Inspect all ceiling vents and clean if necessary.
12. Sweep floor and dispose of dirt and debris.
13. Collect and discard all trash left behind by customers.
14. Empty all trash cans, including coffee bar trash can and replace liner.
15. Mop floor with floor cleaner starting from furthest corner to bay entrance. Place wet floor sign in lounge area.
16. Arrange chairs in a standard format for lounge.
17. Raise window shades in preparation for closing.
 - Adjust window shades depending on time of day/weather.
18. Remove all cleaning supplies and equipment and store properly.
19. Initial Activity Board

Actions for Excellence

310 Clean Lounge Windows

310

Objective Provide customers with a comfortable, bright, clean and hazard free area to relax while their vehicle is being serviced.

Duration:	1 minute per side	Materials Needed:	<ul style="list-style-type: none">• Glass cleaner• Paper towels• Squeegee (if necessary)• Extension pole (if necessary)
Frequency:	Daily	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses
Timing:	No customers present or at closing		
Performed by:	All employee (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Remove any unauthorized or outdated window signs and decals.
3. Start with outside windows.
 - Spray glass cleaner on window until entire surface is wet.
 - Place 3 to 4 towels flat, one on top of another in your hand.
 - Starting at the top of the window wipe left to right working down to the bottom of the window.
 - Next, flip the towels over and wipe up and down starting on the left side and ending on the right.
 - Lastly, wipe around the edges of the window and window sills.
 - Repeat as needed.
 - Continue until all outside lobby windows are clean.

Note: Before cleaning interior windows, announce you will be cleaning the windows to any customers. Do not spray glass cleaner within 3 feet of a customer.

4. Repeat step 3 to clean the interior windows.
5. Discard any used paper towels in a trash can.
6. Return all equipment to correct place

Actions for Excellence

311a Brew Coffee (Coffee Machine with Airpot)

311a

Objective Correctly brew fresh coffee in a safe, timely manner.

Duration:	4 minutes	Materials Needed:	<ul style="list-style-type: none">• Measuring pitcher• 1 coffee packet• 1 filter
Frequency:	At least every two hours		
Timing:	No customers present or every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses
Performed by:	All employees (assigned task)		

Activity Steps:

1. Collect airpot from coffee bar and rinse inside at sink with water.
2. Fill coffee measuring pitcher with water up to the fill line (75 oz.).
3. Place one filter in the brew basket.
4. Open and pour one packet of coffee into the filter in the brew basket.
5. Place airpot under brew basket with top open to allow hot brewed coffee to fill airpot.
6. Pour water into brewer slowly to prevent overflow or spillage.
7. Brew basket may turn PINK during brewing process. This indicates that there is HOT liquid inside the brew basket. DO NOT remove the brew basket while PINK.
8. After brewing process finishes (which occurs when coffee stops dripping into airpot), remove airpot and close lid.
9. Remove brew basket and empty grounds into trash can.
10. Rinse brew basket in sink with water and replace in coffee machine.
11. Take airpot to coffee bar.
12. Initial Activity Board.

Actions for Excellence

311b Brew Coffee (Coffee Pot)

311b

Objective **Correctly brew fresh coffee in a safe, timely manner.**

Duration:	4 minutes	Materials Needed:	<ul style="list-style-type: none">• Measuring pitcher• Coffee or coffee packet• 1 filter
Frequency:	At least every two hours		
Timing:	No customers present or every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses
Performed by:	All employees (assigned task)		

Activity Steps:

1. Rinse coffee pot in the sink with water.
2. Remove brew basket and empty grounds (if any) into trash can.
3. Rinse brew basket in sink with water.
4. Fill coffee measuring pitcher with water up to the fill line.
5. Place one new filter in the brew basket.
6. Open and pour one packet of coffee into the filter in the brew basket.
7. Place pot under brew basket.
8. Pour water into brewer slowly to prevent overflow or spillage.
9. Brew basket may turn PINK during brewing process. This indicates that there is HOT liquid inside the brew basket. DO NOT remove the brew basket while PINK.
10. Initial Activity Board.

Actions for Excellence

311c Brew Coffee (Single Serve)

311c

Objective **Correctly brew fresh coffee in a safe, timely manner.**

Duration:	4 minutes	Materials Needed:	<ul style="list-style-type: none">• Water• Single Serve packets• Other supplies
Frequency:	At least every two hours		
Timing:	No customers present or every 2 hours	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses
Performed by:	All employees (assigned task)		

Activity Steps:

1. Refill the water reservoir to the proper fill level.
2. Restock the single serve packets.
3. Restock any other supplies needed.
4. Clean the counter and empty the trash as needed.
5. Initial Activity Board.

Actions for Excellence

312 Clean Customer Restroom

312

Objective Thoroughly clean the customer restroom to ensure that it is clean and functional, and provides a comfortable customer experience.

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Floor cleaner, spray cleaner, glass cleaner• Toilet bowl cleaner, duster, toilet brush, plunger• Broom, dust pan, mop, and mop bucket• Disposable towels, trash bags• Ladder
Frequency:	Once daily or as needed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves• “Caution—Wet Floor” sign
Timing:	No customers present or at closing		
Performed by:	All employees (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Knock on door to alert customers – return later if customer is present.
3. Dust ceiling vents and pictures if present.
4. Ensure all lights are working. Change any bulbs that are burnt out and clean all light covers of dust and bugs.
5. Spray mirror with glass cleaner and wipe with towels. Dispose of towel in trash.
6. Spray outside of sinks with spray cleaner and wipe clean with new towels. Dispose of towel in trash.
7. Spray outside of toilet/urinals with spray cleaner and wipe clean with new towels. Dispose of towel in trash.
8. Flush toilet. If toilet is clogged, use plunger to remove clog.
9. Check toilet bowl cleaner in tank and replace if necessary. (Toilet bowl cleaner should be replaced if water color is a very light blue.)
10. Scrub inside of toilets (and urinals) with toilet brush and flush.
11. If applicable, wipe all surfaces (including interior) of baby changing station using cleaner and towels.
12. Sweep floors and dispose of dirt and debris.

continued

Actions for Excellence

312 Clean Customer Restroom (continued)

312

Activity Steps:

13. Remove trash. Replace trash bag with new liner. Trash bag should be completely empty.
14. Replenish paper towels so that holder is full.
15. Replenish air freshener, toilet paper, hand soap, seat liners as needed.
16. Position “Caution—Wet Floor” sign outside the restroom door. Mop floor, ensuring areas under fixtures and in corners are clean.
17. Carry supplies back to store room. No supplies should be left in restroom.
18. Take trash to the dumpster.
19. Initial Activity Board.



Office Standards and Actions for Excellence

Standards for Excellence

<u>Code</u>	<u>Description</u>
121	Office Floor, Walls, Ceiling and Lights

Actions for Excellence

<u>Code</u>	<u>Description</u>
307	Tidy Office
316	Clean Office

FLOOR CONTROL								
Positions	CSA _____	UBT _____	LBT _____	CT _____				
	CSA _____	UBT _____	LBT _____	CT _____				
	CSA _____	UBT _____	LBT _____	CT _____				
	CSA _____	UBT _____	LBT _____	CT _____				
Ancillary & MultiCare Technicians	Anc 1 _____	Anc 2 _____	Anc 3 _____					
	ST _____	ST _____	ST _____	Ins _____	Ins _____			
DOWNTIME ACTIVITIES (every 2 hours)	#	Name	Open-9:00 AM	9:00 AM-11:00 AM	11:00 AM-1:00 PM	1:00 PM-3:00PM	3:00PM-5:00PM	5:00PM-Close
Brew coffee	311							
Tidy customer restroom	302							
Tidy lounge	301							
Tidy lot	306							
Tidy vehicle information podium	300							
Tidy office	307							
Tidy upper bay	304							
Tidy MultiCare bay	317							
Tidy employee restroom	305							
Tidy lower bay	303							
ONCE PER DAY ACTIVITIES								
Clean lot	314							
Clean customer restroom	312							
Clean lounge	309							
Clean lounge windows	310							
Clean office	316							
Clean upper bay	332							
Clean MultiCare bay	334							
Clean lower bay	333							
Clean employee restroom	313							
Clean storage room	331							
OTHER ACTIVITIES								
EMPLOYEE DEVELOPMENT								
SPECIAL REMINDERS								
#								\$

Daily Activities pertaining to Office

Items to be performed at closing

HSSE

Standards for Excellence

121 Office Floor, Walls, Ceiling and Lights

121

Desired customer experience:

All POP materials that are visible to the customers must be brand approved. Customers should see an office where the walls and ceilings are clean and lights are functioning properly.

1. Floor and walls should be free from:

- Dust
- Dirt Grease
- Grime
- Stains
- Spills
- Scuff Marks
- Fingerprints
- Bugs
- Smudges
- Paint Chips
- Cobwebs
- Rust
- Spilled Products

2. The office area should be well lit with all light bulbs functioning properly. Light covers should be free from cracks, dents and should not be missing sections. The light covers should be uniform in their appearance.

3. All signage on walls should be approved POP. All signage on walls should be arranged in an orderly fashion and in good condition. No offensive materials should be displayed. All POP material must have written approval from JLI prior to production.

4. Per local ordinances, the following items should be visible and framed.

- Business licenses
- Emergency numbers
- OSHA laws
- EPA laws
- Fire Codes



Actions for Excellence

307 Tidy Office

307

Objective Check the office to ensure that it is maintained to the appropriate standard.

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Broom and dust pan• Trash bag• Spray cleaner• Towel
Frequency:	Every two hours		
Timing:	No customers present	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves
Performed by:	Any employee (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Inspect office for cleanliness to appropriate standard. It may be necessary to perform the Clean Office Action for Excellence - 316.
3. Sweep floors and dispose of dirt and debris.
4. Wipe down desk/counter tops with spray cleaner and dispose of used towels in trash.
5. Clean any glass that needs cleaning.
6. Remove administrative materials or notes posted for employees so they are not visible to customers.
7. Food, drink containers and candy wrappers should be removed from all desks and counters.
8. Move all coats and clothing to the changing area - do not keep these items in the office area.
9. Replace trash bag if trash is more than $\frac{3}{4}$ full or when odor is present.
10. Return all equipment and supplies to appropriate storage area. No supplies should be left in office.
11. Initial Activity Board.

Actions for Excellence

316 Clean Office

316

Objective Thoroughly clean the office to ensure a functional and comfortable work environment for employees.

Duration: 15 minutes

Materials Needed:

- Broom and dust pan
- Trash bag
- Spray cleaner
- Mop and bucket
- Glass cleaner
- Paper towels
- Floor cleaner

Frequency: Once a day or at closing

Timing: No customers present

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Nitrile gloves

Performed by: Manager or designated employee

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Dust all ceiling vents and framed items if present.
3. Spray all glass with glass cleaner and wipe with paper towels. Dispose of used towels in trash.
4. Spray outside of cabinets with spray cleaner and wipe clean with new towels. Dispose of used towels in trash.
5. Spray all desktops and countertops with appropriate cleaner, wipe down with new towel. Dispose of used towels in trash.
6. Sweep floors and dispose of dirt and debris.
7. Remove trash. Replace trash bag with new liner.
8. Mop floors using floor cleaner, ensuring areas under fixtures and under desk area and corners are clean.
9. Return all equipment and supplies to appropriate storage area. No supplies should be left in office.
10. Take trash to the dumpster.
11. Initial Activity Board.



Storage Room Standards and Actions for Excellence

Standards for Excellence

<u>Code</u>	<u>Description</u>
141	Employee Restroom
143	Storage Room Floor, Walls, Ceiling and Lights

Actions for Excellence

<u>Code</u>	<u>Description</u>
305	Tidy Employee Restroom
313	Clean Employee Restroom
331	Clean Storage Room

FLOOR CONTROL										
Positions	CSA	_____	UBT	_____	LBT	_____	CT	_____		
	CSA	_____	UBT	_____	LBT	_____	CT	_____		
	CSA	_____	UBT	_____	LBT	_____	CT	_____		
	CSA	_____	UBT	_____	LBT	_____	CT	_____		
Ancillary & MultiCare Technicians	Anc 1	_____	Anc 2	_____	Anc 3	_____				
	ST	_____	ST	_____	ST	_____	Ins	_____	Ins	_____
DOWNTIME ACTIVITIES (every 2 hours)										
	#	Name	Open-9:00 AM	9:00 AM-11:00 AM	11:00 AM-1:00 PM	1:00 PM-3:00PM	3:00PM-5:00PM	5:00PM-Close		
Brew coffee	311									
Tidy customer restroom	302									
Tidy lounge	301									
Tidy lot	306									
Tidy vehicle information podium	300									
Tidy office	307									
Tidy upper bay	304									
Tidy MultiCare bay	317									
Tidy employee restroom	305									
Tidy lower bay	303									
ONCE PER DAY ACTIVITIES										
Clean lot	314									
Clean customer restroom	312									
Clean lounge	309									
Clean lounge windows	310									
Clean office	316									
Clean upper bay	332									
Clean MultiCare bay	334									
Clean lower bay	333									
Clean employee restroom	313									
Clean storage room	331									
OTHER ACTIVITIES										
EMPLOYEE DEVELOPMENT										
SPECIAL REMINDERS										
HSSE										
#	\$									

Daily Activities pertaining to Storage Room

Activities to be performed at closing

Standards for Excellence

141 Employee Restroom

141

Desired customer experience:

The employee restroom is clean and sanitary, stocked, and operating properly.

1. Restroom should be thoroughly clean:
 - Doors, ceilings, air vents, fixtures and walls should be free from marks and graffiti.
 - No excessive odors; fresh deodorizer in place.
 - No cleaning supplies visible.
2. Floors, grout and baseboards are clean and free from:
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
 - Scuff Marks
 - Dust
 - Dirt
 - Grease
 - Grime
 - Stains
 - Spills
3. No broken or missing tiles on floor.
4. Trash container is clean inside and out and is not overflowing at any time. Trash container should have a liner.
5. Light fixtures are clean and functioning properly: no burnt out bulbs or cracked/ missing light panels, and should be free from dust and bugs.
6. Restroom door should function properly:
 - Lock present and functioning.
 - Door actuator present and functioning (opening and closing).
 - Door closes fully.
7. Sink should be functioning properly:
 - Cold and hot water correctly labeled
 - Drain is free of clogs.
 - No leaking or dripping faucets.
8. Sink should be thoroughly clean inside and out, with no dirt buildup, dust, grease, grime, stains, spills or rust
9. Mirror should be clean, free from:
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
 - Scratches
 - Dust
 - Dirt
 - Grease
 - Grime
 - Stains
 - Spills
10. Liquid soap container should be clean and at least a quarter full at all times.
11. Paper towel dispenser should be clean and at least a quarter full at all times.

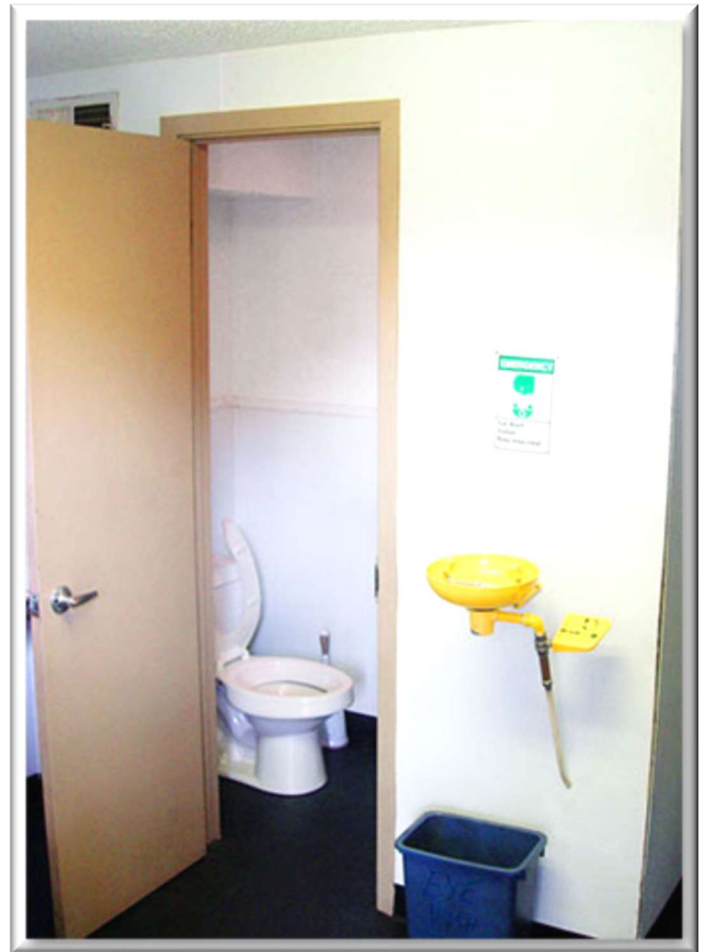
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Standards for Excellence

141 Employee Restroom (continued)

141

12. Toilets (includes commodes and urinals) should properly flush and refill
13. Toilet should be clean inside and out with no dirt buildup, grime, stains or rust.
14. Toilet seat and lid should be correctly attached to bowl.
15. One spare roll of toilet paper should be visible.



Standards for Excellence

143 Storage Room Floor, Walls, Ceiling and Lights

143

Desired customer experience:

Employees should see a storage room that is clean, functional and well maintained

1. All floors, walls and ceiling should be free from:
 - Dust
 - Dirt Grease
 - Grime
 - Stains
 - Spills
 - Scuff Marks
 - Bugs
 - Smudges
 - Paint Chips
 - Cobwebs
 - Rust
 - Spilled Products
2. Ceiling tile should be clean, not discolored, no water spots or empty panels.
3. Inventory, administrative or miscellaneous supplies should be organized and easily accessible.
4. Any equipment in the storage room should be clean and organized.
5. Storage room should be well lit. Light covers should be free from cracks, bugs and dust.
6. Storage room door should be kept closed when not in use.



Actions for Excellence

305 Tidy Employee Restroom

305

Objective Check restrooms to ensure that they are maintained to appropriate standard.

Duration: 3 -5 minutes

Materials Needed:

- Broom, dust pan
- Disposable towels
- Trash bags

Frequency: At least every 2 hours

Timing: No customers present or every 2 hours

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Nitrile gloves

Performed by: All employees (assigned task)

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Knock on door to alert employees – return later if restroom is occupied.
3. Inspect restroom for cleanliness to appropriate standard. It may be necessary to perform the Clean Restroom Action for Excellence - 313.
4. Sweep floors and dispose of dirt and debris.
5. Using water only, wet a towel and wipe down the inside of the sink. Dispose of towel in trash can.
6. Clean inside of toilet with toilet brush, flush when complete. Ensure that the inside toilet bowl is free of any debris.
7. Check restroom supplies (toilet paper, liquid soap, seat liners, paper towels) and replenish if necessary.
8. Replace trash bag if trash is more than $\frac{3}{4}$ full or when odor is present.
9. Initial Activity Board.

Actions for Excellence

313 Clean Employee Restroom

313

Objective Thoroughly clean the employee restroom to ensure that it is clean and functional, and meets the standard.

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Floor cleaner, spray cleaner, glass cleaner• Toilet bowl cleaner, duster, toilet brush, plunger• Broom, dust pan, mop, and mop bucket• Disposable towels, trash bags
Frequency:	Once daily or as needed		
Timing:	No customers present or at closing	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves• “Caution—Wet Floor” sign
Performed by:	All employees (assigned task)		

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Knock on door to alert employees – return later if employee is present.
3. Dust ceiling vents and pictures if present.
4. Ensure all lights are working. Change any bulbs that are burnt out and clean all light covers of dust and bugs.
5. Spray mirror with glass cleaner and wipe with towels. Dispose of towel in trash.
6. Spray outside of sinks with spray cleaner and wipe clean with new towels. Dispose of towel in trash.
7. Spray outside of toilet/urinals with spray cleaner and wipe clean with new towels. Dispose of towel in trash.
8. Flush toilet. If toilet is clogged, use plunger to remove clog.
9. Check toilet bowl cleaner in tank and replace if necessary. (Toilet bowl cleaner should be replaced if water color is a very light blue.)
10. Scrub inside of toilets (and urinals) with toilet brush and flush.
11. Sweep floors and dispose of dirt and debris.
12. Replenish air freshener, toilet paper, hand soap and seat liners as needed.
13. Replenish paper towels so that holder is full.

continued

Actions for Excellence

313 Clean Employee Restroom (continued)

313

Activity Steps:

14. Replenish air freshener, toilet paper, hand soap and seat liners as needed
15. Position “Caution—Wet Floor” sign outside the restroom door. Mop floor, ensuring areas under fixtures and in corners are clean.
16. Carry supplies back to store room. No supplies should be left in restroom.
17. Take trash to the dumpster.
18. Initial Activity Board.

Actions for Excellence

331 Clean Storage Room

331

Objective Thoroughly clean the storage room to ensure a functional and comfortable work environment.

Duration: 15 - 20 minutes

Materials Needed:

- Broom and dust pan
- Trash bag
- Spray cleaner
- Scrub brush
- Mop and bucket
- Glass cleaner
- Paper towels
- Used shop towels
- Floor cleaner
- Ladder

Frequency: Once a day or at closing

Timing: No customers present

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Nitrile gloves
- “Caution—Wet Floor” sign

Performed by: All employees (assigned task)

Activity Steps:

1. Gather all safety equipment and supplies needed.
2. Dust ceiling vents and pictures if present. Check and clean all light covers and ensure all bulbs are working. Change bulbs if necessary.
3. Spray mirror (if present) with glass cleaner and wipe with paper towels. Dispose of towels in trash.
4. Spray all doors with spray cleaner and wipe thoroughly removing all fingerprints and oil residue.
5. Wipe down tops of all drums with old shop towels, ensuring that no liquids are on top of drums.
6. Spray inside and outside of mop sink with spray cleaner. Scrub inside with scrubbing brush. Wipe down outside with shop towels. Put shop towels in appropriate container after use.
7. If uniforms are stored in storage room, ensure all uniforms are hung properly.
8. Ensure that all items stored in storage room (bottle oil, air filters, etc.) are stored properly.
9. Wipe down any equipment stored in storage room with appropriate cleaner and towels.

continued

Actions for Excellence

331 Clean Storage Room (continued)

331

Activity Steps:

10. Sweep floors and dispose of dirt and debris.
11. Remove trash. Replace trash bag with new liner.
12. Replenish paper towels and hand soap if present.
13. Position “Caution—Wet Floor” sign near the door. Mop floor, ensuring areas under fixtures and in corners are clean.
14. Dispose of dirty mop water in accordance with your entity’s policy.
15. Return supplies back to appropriate area, no cleaning supplies should be left out.
16. Wring out mop and store properly.
17. Take all trash to dumpster.
18. Initial Activity Board.



Opening/Closing Actions for Excellence

Actions for Excellence

<u>Code</u>	<u>Description</u>
201	Pre-Opening (Security Check)
202	Opening (Overall)
501	Closing (Overall)

Actions for Excellence

201 Pre-Opening (Security Check)

201

Objective **Ensure the building is safe to enter for customers and employees, and verify that the outside area is free from debris.**

Duration: 3 - 5 minutes

Materials Needed:

- Key and alarm code

Frequency: Daily

Timing: Prior to entering the service center

HSSE:

- Know location of a telephone
- Knowledge of building

Performed by: Opening manager

Activity Steps:

1. Drive or walk around the building and look for anything that appears out of the ordinary.
 - Do any windows appear broken?
 - Do doors or frames show any signs of forced entry?
 - Are any unusual lights left on or turned off?
 - Check to see if any ceiling tiles inside the service center are hanging down or damaged, where someone may have entered through roof.
2. During pre-opening, if the answer to any of the above questions is “yes” do not enter the service center; call your supervisor.
3. If answer is “no”, continue with opening.
4. Walk the grounds: check reader boards, signs, walls and lot for any debris or markings.
5. Unlock door and lock behind you once inside.
6. Immediately turn off alarm.
7. Turn on lights needed during working hours (on cloudy or rainy days, turn on exterior lights and signs).
8. Turn off any lights not needed during working hours.
9. Proceed to opening procedures.

Actions for Excellence

202 Opening (Overall)

202

Objective **Ensure the service center is properly prepared and ready for business upon opening.**

Duration: 60 minutes

Materials Needed:

- Daily Plan
- Access to GROW (password current)

Frequency: Daily

- Coffee, creamer, sugar and cups
- Combination to safe
- Activity Board and marker
- Push broom/trash bags

Timing: Opening

HSSE:

- Oil/slip resistant shoes
- Safety glasses
- Bump cap (when in lower bay)
- Nitrile gloves

Performed by: Opening manager and one technician

Activity Steps:

1. Review daily paperwork for completeness in compliance with your entity's guidelines.
2. For Operational Excellence service centers, reference Tool for Excellence A and:
 - a. Verify Activity Board was completed at closing.
 - b. Assign ASM / Team Member to complete the Activity Board.
 - c. Assign positions to each employee (CSA, UBT, LBT, CT, ST).
3. Review any communications left by the closing manager.
4. Open GROW.
5. Open and review email (refer to Management for Excellence 401).
6. Verify daily message in GROW.
7. Verify cleanliness of customer lounge and restrooms (refer to Standards for Excellence 079 - 081).
8. Check and verify cleanliness and tidiness of upper bay floors, ceilings, walls, and bay terminal and Service Review podiums (refer to Standards for Excellence 31-39).
9. Make coffee (refer to Actions for Excellence 311a, b or c).
10. Pre-position ancillary machines.
11. Verify the cleanliness of storage areas (refer to Standards for Excellence 141-144).
12. Verify oil level in compressor and drain valve is closed.

continued

Actions for Excellence

202 Opening (Overall) (continued)

202

Activity Steps:

13. Turn on compressor(s).
14. Verify the cleanliness of the lower bay (refer to Standards for Excellence 51-53).
15. Check filter stock (oil, air and cabin air filters).
16. Conduct Customer Rally (Refer to Tools for Excellence C).
17. Unlock doors and fire exits.
18. Open all bay doors using proper lifting techniques.
19. Turn on “open” sign(s), if applicable
20. If customers arrive before opening, acknowledge them immediately and serve them as soon as possible – do not greet until security needs are met.
21. Greet customers and have a good day!

Actions for Excellence

501 Closing (Overall)

501

Objective **Verify completion of all end-of-day tasks and properly secure service center before leaving.**

Duration:	30 - 45 minutes	Materials Needed:	<ul style="list-style-type: none">• Building keys• Alarm Code• Spray cleaner• Access to GROW (password current)• Trash bags• Glass cleaner and towels• Push broom• Mop, bucket, floor cleaner
Frequency:	Daily		
Timing:	End of day	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Bump cap (if needed)• Nitrile gloves
Performed by:	Closing manager and one technician		

Activity Steps:

1. Turn off “open” sign(s).if applicable
2. Verify that all trash cans are empty and have been cleaned (upper bay, lower bay, office, lounge, restrooms and outside trash/cigarette cans).
3. Bring all ancillary service equipment, driveway bell and directional cones into bay.
4. Walk the lot, pick up any trash or debris and check security lighting.
5. Close and lock all bay doors, exterior doors, windows and roof hatches (as applicable).
6. Check and fill the following labeled containers:
 - Battery water bottles
 - Coolant dispensers
 - Spray bottles
 - Paper towel dispensers
7. Re-stock oil and air filters, bottled oil, power steering fluid and any other podium supplies (refer to Standard for Excellence 032).
8. Remove all dirty shop towels from work areas. Place them in an approved container.

continued

Actions for Excellence

501 Closing (Overall) (continued)

501

Activity Steps:

9. Clean and organize hand tools.
Ensure all hand tools are properly stored on tool boards.
10. Check all equipment and air lines for damage.
11. Turn off compressor.
12. Open compressor drain valve.
13. Connect and drain oil drain pans.
Wipe down pans, shelves and railings.
14. Wipe up any oil spills.
15. Sweep and mop all floors (upper bay, lower bay, office, lounge, restroom and stockroom).
16. Review and verify the completion of individually assigned duties on the Activity Board (refer to Tools for Excellence A).
17. Close GROW (refer to GROW help as needed).
18. Secure the deposit per entity guidelines.
19. Lock the safe.
20. Prepare communications for the next day's opening manager, as needed.
21. Adjust thermostat, turn off appropriate lights, and set the alarm before exiting the building.
22. Lock door after exiting the building.



Management for Excellence

Management for Excellence

<u>Code</u>	<u>Description</u>	<u>Code</u>	<u>Description</u>
400	Make Bank Deposit (Custom)	800	Bay Covers (Pit Bull Strap Style)
401	Checking Email	801	Bay Covers (Cargo Style)
406	Place Orders Using Purchase Orders	803	Drain Pans
407	Receive Orders Using Purchase Orders	804	Parking Lot
408	Count Inventory	805	Evacuation Pumps/Clogged Oil Lines
409	Count Bulk Oil Inventory	806	Vacuums
410	Inventory Data Entry	807	Ground Water Sump
411	Telephone Answering	808	Heating Ventilation and Air Conditioning
412	Employee Uniforms	810	Hoses and Oil Guns
413	Deployment Execution	811	Oil/Water Separators
414	Compressor Maintenance	812	Overhead Doors
		814	Timers
		815	Tire Rotation Lifts
		816	Services Vehicle Lifts
		817	Services Wheel Balancer
		818	Services Tire Changer

Management for Excellence

400 Make Bank Deposit (Custom)

400

Objective Ensure the daily bank deposit is taken to the bank in a safe, timely manner.

Duration: _____ **Materials Needed:** ● _____
● _____
Frequency: _____ ● _____
● _____
Timing: _____ **HSSE:** ● _____
● _____
Performed by: _____ ● _____

Activity Steps

_____	_____
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Management for Excellence

401 Checking Email

401

Objective **Establish a consistent behavior for regularly checking email communications, thereby ensuring timely and efficient knowledge transfer of business critical issues.**

Duration: **Varies** **Materials Needed:** • GROW Mothership

Frequency: **Recommended 3 times per day (min)**

Timing: **Downtime** **HSSE:** • Oil/slip resistant shoes

Performed by: **Manager on Duty**

Activity Steps:

1. Double-click on Mail program icon on your desktop. The Inbox should appear on screen.
2. As a best practice, respond to any emails that require a response immediately after reading them.
3. Emails can be sorted by importance, date received or sender. This is done by clicking on the header that you wish to sort by.
4. Folders can be created in order to organize email based on subject matter, sender or any other criteria you wish to use.
5. To create folders:
 - Go to store address box
 - Right click
 - Select “Create New Folders”
 - Type name of folder
6. You may want to have the following folders:
 - HSSE
 - Supervisor
 - Employees
 - CSS
 - Customer Service
 - Technical Service Bulletin (TSB)
 - Training
 - Marketing/Promotions
 - Other

Management for Excellence

406 Place Orders Using the Purchase Order (PO) Method

406

Objective **Ensure proper ordering of product.**

Duration: 30 minutes **Materials** • GROW System
Needed:

Frequency: Weekly/Bi-Weekly

Timing: Scheduled Day

Performed by: Authorized personnel

Activity Steps:

1. Create a Purchase Order (PO) using Usage Based Reorder method.
2. Review quantity and dollar amount on PO prior to approval.
3. Make necessary changes.
4. Ensure that Quantity in Single Units is correct.
5. Ensure that Extended Cost is correct.
6. Ensure PO meets minimum order dollar amount that is applicable.
7. Approve the PO.
8. Print the PO.
9. Send the PO to the vendor via normal process (e.g. telephone, fax, EDI, etc.)
10. Look for confirmation from Vendor (if applicable).
11. If confirmation is applicable then print it and compare to the PO.
12. Notify the vendor of any discrepancies and correct them.
13. Make note on the printed PO of names, times and corrective actions taken regarding discrepancies.

IMPORTANT:

Use the "TAB" key on the keyboard to navigate within the program.

Management for Excellence

407 Receive Orders using the Purchase Order Method

407

Objective Ensure proper receiving of product.

Duration: 45 minutes **Materials** • GROW System
Needed:

Frequency: Weekly/Bi-Weekly

Timing: Scheduled Day

Performed by: Authorized personnel

Activity Steps:

1. Compare the bill of lading with the number of packages received:
 - If the proper amount of packages is received, sign the bill of lading.
 - If the number is incorrect, or the product is damaged, have the driver make a note on the bill of lading and notify their supervisor.
2. Verify the amount of product against the Invoice (price packing slip) and note any discrepancies.
3. Open Receiving using Purchase Order /ASN.
4. Select the appropriate Purchase Order # to receive.
5. Verify that Quantities on the Receiving screen are the same as the physical amount of inventory you are receiving.
6. If there are any discrepancies in quantity for product actually received then change the quantity on the Receiving screen.
7. Verify the Extended Cost changed accordingly.
8. Verify the Vendor Agreed Cost on the Invoice or packing slip matches the Receiving screen.
9. If any discrepancies exist, make the appropriate changes on the Receiving screen.

NOTE: If your entity maintains inventory setup through Back Office you will need to notify them of any Vendor Agreed Cost discrepancies. This may be done via an Item/Service Setup Request form.
10. Verify the Extended Cost changed accordingly.
11. Verify that no supply items are on the Receiving screen.

continued

Management for Excellence

407 Receive Orders using the Purchase Order Method (continued)

407

Activity Steps:

12. Once all quantity and vendor agreed cost are correct on the Receiving screen then click in the box next to all items being received.
13. If all items are not in this particular shipment, then do not put a check mark next to that item
14. Click on the "Receive" button.
15. The system will prompt you to "Save Changes Now".
 - Click Yes if you want to save the changes.
 - Click No if you need to go back and make changes.
16. Verify the Total \$ amount for the receipt (minus Supply items).
 - If it is correct then click "Yes".
 - If the total amount for the receipt is incorrect click "No" and recheck the receipt against the physical quantities received and correct any discrepancies.
17. If all items are checked the Purchase Order will be received and "Closed".
18. If all items are not checked then you will be prompted: Some Items have not been marked as Received. Do you want to leave XXXXX (Purchase Order number) ("Vendor name") you may click one of the following:
 - "Yes" will save the Purchase Order as Partial so you can receive the remainder of the product later.
 - "No" will receive the product that has a check mark next to it and "Close" the Purchase Order.
 - "Cancel" will take you back to the Receiving screen to make any further changes.
19. The GROW system should automatically print a Receiving Report.
20. If the system does not print a Receiving Report then you should print one manually.
21. File receiving report, invoice and all related materials for review at month end.
22. Contact vendor if order is not correct or if product is damaged to have appropriate credits issued.

Management for Excellence

408 Count Inventory

408

Objective **Ensure accurate inventory counts are recorded in GROW. Accurate inventory is used to manage COGS (Cost of Goods Sold), reduce shrinkage and to maintain proper inventory levels.**

Duration:	Varies by category	Materials Needed:	<ul style="list-style-type: none">• Count sheets by category and part number• Pen• Clipboard• Sharpie
Frequency:	As directed by entity		
Timing:	Downtime or as directed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Bump cap• Nitrile gloves
Performed by:	2 person team		

Activity Steps:

1. Ensure that proper PPE is worn in all count areas.
2. Print count sheets by Line (category) and part number from GROW.
3. Count left to right, top to bottom in the primary location first in 2 person team.
 - 1 person counts number of items on shelf.
 - 1 person records quantity on paper.
 - Call and Response between team members.
 - Counter calls out part number and quantity.
 - Recorder repeats quantity.
 - Counter moves to next item number.
 - Repeat process.
4. Make use of location columns on count sheet. Totals will be calculated at end of count.
5. Any loose or unidentified parts need to be researched.
 - Once identified, label part with Sharpie.
 - Re-stock item and add into Inventory count.
 - If unable to identify, contact your supervisor before destroying or discarding the item(s).

Management for Excellence

409 Count Bulk Oil Inventory

409

Objective Provide an accurate count of bulk inventory through GROW.

Duration:	5 minutes	Materials Needed:	<ul style="list-style-type: none">• Tank charts• Count sheets• Wooden folding rule at least 12 feet• Ink pen
Frequency:	As directed by entity	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Bump cap• Nitrile gloves
Timing:	Downtime or as directed		
Performed by:	Manager or Designated employee		

Activity Steps:

1. Print count sheets.
2. Obtain tank charts.
3. Stick tanks with appropriate measurement tool.
4. Record measurement.
5. Convert measurement from inches to gallons utilizing tank chart.
6. Take total number of gallons and convert to GROW unit of measure.
7. Enter inventory count.
8. Verify variance (if applicable).
9. Make adjustment (if necessary).
10. Explain variance (if required).

Management for Excellence

410 Inventory Data Entry

410

Objective Enter inventory counts in GROW system to properly manage inventory.

Duration:	1 hour 30 minutes	Materials Needed:	<ul style="list-style-type: none">• Completed count sheets by category• GROW
Frequency:	As directed by entity		
Timing:	Downtime, as directed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves
Performed by:	Manager/Assistant Manager		

Activity Steps:

NOTE: Counts **MUST** be entered immediately after they are counted.

1. Log onto GROW.
2. Go to Inventory/Count Inventory / Enter Counts.
 - a. Choose correct Inventory Line (Category).
 - b. Ensure Item/part Number bullet is marked.
 - c. Enter count using count sheet totals enter in location 1 column.
 - d. Periodically check item number on screen vs. item number on sheet.
 - e. Click "Save" when data is entered.
 - f. Click "yes" to print "Variance Report."
3. Investigate/verify variances (verification should be done by manager).
 - a. Recount
 - b. Search
 - c. Check all part numbers regardless of position on shelf. (ex. stacks behind front row)
 - d. Delivery receipts
 - e. Damaged goods
4. Make corrections to inventory count in GROW and click Save.
5. Click on "Make Adjustments" Utilize "F2" button to enter each adjustment.
6. Print final "Variance Report" file with count sheet for month-end packet.
7. Run Inventory Valuation Report when variances occur to quantify financial impact.

Management for Excellence

411 Telephone Answering

411

Objective Respond to telephone calls in a professional manner to create a positive customer experience so that the customer is more likely to visit the service center.

Duration: Varies

Materials Needed:

- Telephone script
- Working telephone

Frequency: Daily

Timing: Every telephone call

HSSE:

- Oil/slip resistant shoes

Performed by: Designated

Activity Steps:

1. Develop a script to be used by all service center employees for the most common topics of telephone conversation. Be particularly specific about the opening introduction, descriptions of services offered and concluding messages.
2. Conduct training courses with service center employees on proper telephone answering procedures. Ensure that necessary time is spent on developing a friendly tone of voice and an efficient explanation of services.
3. Be sure to answer the telephone in 3 rings.
4. Always smile when answering the telephone.
5. The customer can hear the smile in your voice.
6. Make random calls to your service center to ensure the telephone is being answered properly.

Management for Excellence

412 Employee Uniforms

412

Objective Ensure employee uniforms create a positive customer experience and are consistent with the Franchisee policy.

Duration: Varies
Materials Needed: • Clean uniforms including belts

Frequency: As employees clock in for work

Timing: At the beginning of employees' shifts
HSSE: • Oil/slip resistant shoes

Performed by: Management

Activity Steps:

1. Shirts should be tucked in and clean, all other shirts should be buttoned with no more than one top button open and the shirt tail tucked in pants.
2. Dark or neutral socks are preferred.
3. Black or brown shoes with non-slip oil resistant soles should be worn. Shoes should be in good condition.
4. To keep appearances professional, all staff need to wear a nameplate on the left chest above the company logo (unless it is embroidered on uniform shirt) for ease of recognition by customers.
5. Pants should be clean and the proper size. Buckle-less belts should always be worn.
6. Non-uniform items may not be worn at any time while working on Jiffy Lube Multicare premises.
8. Hairstyles should be neat, clean and consistent with the expectations of the franchisee.
9. For safety reasons, employees should not wear jewelry items while on company premises. Exceptions include wedding rings, watches with cloth bands and/or medical identification chains tucked inside the shirt.
10. Tattoos should not be visible and should be concealed by the employee's clothing.

Accommodations may need to be made for individuals with medical or religious restrictions that conflict with the uniform and grooming policies. Physician or religious affiliation may require documentation of the necessity. Specific requests/accommodations are handled on an individual basis.

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7. Hair should be worn so it won't interfere with safety/job performance.

413 Deployment Execution

413

Objective Create a behavior where service center managers and employees prepare for and execute new initiatives at an excellent level.

Duration: Varies

Materials Needed:

- Execution Manual
- Franchisee/Manager Deployment Plan
- Manager's Execution Checklist
- Job Aids (If provided)
- Huddle/Rally Script

Frequency: During downtime and weekly until behavior is established

Timing: Beginning with deployment center and deployment update initiatives

HSSE:

- Oil/slip resistant shoes
- Varies by initiative

Performed by: Management

Activity Steps:

1. Attend Deployment Centers and Deployment Updates to gain knowledge on initiatives.
2. Read and understand the execution manual and share with employees.
3. Use the Deployment Plan to prepare for the initiative.
4. Prepare for questions by reading the frequently asked questions section of the execution manual.
5. Begin practicing with CSAs and employees on any new scripts or procedures as a result of the new
6. Hold an exciting Huddle/Rally on the day of deployment so all employees understand the new initiative and are excited about it.
7. Use the Execution Checklist to follow up on the desired behaviors. Use the checklist as a coaching tool to reinforce positive behaviors.

Management for Excellence

initiative. Use the provided Job Aids to help with the new procedures or scripts.

414 Compressor Maintenance

414

Objective **Ensure employees understand how and when to complete compressor maintenance.**

Duration:	15 minutes	Materials Needed:	<ul style="list-style-type: none">• New oil• Wrench• Rags• Container for used oil• New air filter if needed
Frequency:	Daily/3 months/as needed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Nitrile gloves
Timing:	During downtime		
Performed by:	Qualified personnel		

Activity Steps:

3 Months

1. Gather all safety equipment and supplies as needed.
2. Perform Lock Out Tag Out on the compressor prior to performing maintenance.
3. Loosen drain plug and fill plug.
4. Place a container under the drain plug hole to collect used oil.
5. Once the oil is drained replace drain plug.
6. Fill the compressor with the correct type and amount with oil.
7. Complete Lock Out Tag Out and turn compressor on.
8. Clean work area and return all supplies.

Daily

1. Open the drain valve at the bottom of the compressor at the end of day closing to allow water to drain out overnight. Morning opener should close.

As Needed

1. Unscrew Air filter housing and clean or replace Air Filter as needed.

Management for Excellence

800 Bay Covers (Pit Bull Strap Style)

800

Objective Keep bay covers operating properly providing proper fall protections and ease of use.

Duration: 1 - 10 minutes

Materials Needed:

- None

Frequency: Weekly; Monthly

Timing: Downtime

HSSE:

- Oil/slip resistant shoes
- Eye protection
- Bump cap while working in the lower bay areas

Performed by: All employees (assigned task)

Activity Steps:

Weekly

1. Make sure bay cover slides freely on side runners.
2. Make sure there are no tears in netting.
3. Contact your supervisor immediately if any damage is found.

Monthly

1. Check t-bolts (they hold the bay cover to runners) making sure they are not broken or pulled from cover.
2. Check bay covers for rips and tears.
3. Check runner making sure gap is equal for the entire length of the track.
4. Make sure bay cover covers the complete bay opening.
5. Make sure locking bar (straightening bar) is functioning correctly.
6. Contact your supervisor immediately if any damage is found.

Operating Standards and Best Practices

1. Bay covers are required on all open pits and they should be in the closed position whenever the bay does not have a vehicle on it.
2. Bay covers should only be opened the length of the vehicle being serviced. Never leave a section of the pit open. Example: at the rear of a vehicle.
3. Bay covers should be secured nightly to prevent covers from shrinking.

Management for Excellence

801 Bay Covers (Cargo Style)

801

Objective Keep bay covers operating properly providing proper fall protections and ease of use.

Duration: 1 - 10 minutes

Materials Needed:

- None

Frequency: Weekly; Monthly

Timing: Downtime

HSSE:

- Oil/slip resistant shoes
- Eye protection
- Bump cap while working in the lower bay areas

Performed by: All employees (assigned task)

Activity Steps:

Weekly

1. Make sure cabling is taut (should be no more than 1 inch movement in center of bay).
2. Make sure straightening bars are fully functional.
3. Make sure cover is not torn or ripped.
4. Notify your supervisor immediately if any damage is found.

Monthly

1. Check cables for fraying (to check, run a rag along cable. If cable is frayed, rag will snag).
2. Pay particular attention to cable where it passes through the corner pad eyes.
3. Check covers for rips and tears.
4. Check corner pad eyes to make sure that the weld is solid.
5. Make sure all bolts and screws are tight on straightener bar.
6. Notify your supervisor immediately if any damage is found.

Operating Standards and Best Practices

1. Safety covers are required on all open pits and they should be in the closed position whenever the bay does not have a vehicle on it.
2. Bay covers should only be opened the length of the vehicle being serviced. Never leave a section of the pit open. Example: the back part of the vehicle.
3. Cable is tightened by turning the turn buckle on each cable.

Management for Excellence

803 Drain Pans

803

Objective Provide a regular maintenance routine to ensure used oil drain pans are operating safely and that any worn parts are replaced.

Duration: 3 minutes (daily)
15 minutes (monthly)

Materials Needed:

- Wrenches or hex screws (appropriate sizes)
- Replacement wheels (as needed)

Frequency: Each use; Daily;
Monthly

Timing: At closing; Downtime

Performed by: LBT

HSSE:

- Oil/slip resistant shoes
- Eye protection
- Bump cap while working in the lower bay areas

Activity Steps:

Each Time Used

1. Make sure all four wheels are fully on the tracks on which they roll.
2. Make sure there is no resistance to the pan rolling forward and backward for the entire length of the track.
3. Check hoses and connectors for cracks, leaks or damage.

Daily (at closing)

1. Push bay covering to rear of bay and slowly pull drain pan entire length of bay opening, visually watching for any in/out movement of the rollers and that the rollers are moving freely.
2. Repeat above steps while pulling drain pan back to the beginning location from step one.

Monthly

1. With the help of another employee, lift pan when empty and carefully try to pull or push in each roller (make sure fingers cannot get pinched if pan is lowered unexpectedly).
2. If rollers can be moved, set the roller so it is fully on the railing and then tighten the setscrew.
3. Using the correct size wrench or hex wrench, make sure each set screw (one on each roller) is tight.
4. Pan should be cleaned out monthly to prevent sludge buildup, which can clog the drain lines and evacuation pump.

continued

Management for Excellence

803 Drain Pans (continued)

803

Activity Steps:

Operating Standards and Best Practices

1. Place a foam air filter over the drain pan to filter out material that can clog up the evacuation pump and/or drain lines.
2. The foam air filter also eliminates a lot of the splashing that occurs when the used oil drains from the engine thus keeping both the uniforms and walking surfaces clean

Management for Excellence

804 Parking Lot

804

Objective **Maintain the parking lot by removing debris and vegetation, and by repairing any holes that are beginning to form.**

Duration:	5 – 20 minutes	Materials Needed:	<ul style="list-style-type: none">• Blower• Extension cord• Broom• Asphalt patch (as needed)• Concrete patch (as needed)
Frequency:	Daily; Monthly	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection when entering the bay area• Gloves• Safety cones
Timing:	Opening; downtime		
Performed by:	All employees (assigned task)		

Activity Steps:

Daily (Opening)

1. Wearing the proper PPE, inspect parking lot:
2. Throw away any trash – be sure that you are wearing the proper gloves to protect your hands.
3. Sweep up (or use a blower if your service center has one) any asphalt/concrete bits.
4. Used motor oil left overnight should be handled according to your entity's guidelines.

Monthly Inspection/Maintenance

Inspect parking lot, curbs and sidewalks for large cracks and small holes:

1. Mark off areas with small holes using the safety cones.
2. Repair small holes using asphalt/concrete sealer. Notify supervisor if larger holes are found.
3. Inspect curbs for broken and missing pieces. Any exposed bars or metal (re-bar) should be reported to your supervisor.
4. Any vegetation (grass or weeds) should be removed

Management for Excellence

805 Evacuation Pumps/Clogged Oil

805

Objective Provide safe and efficient methods to prevent debris from clogging oil lines and evacuation pumps.

Duration: 15 minutes

Materials Needed:

- Pliers
- Thin flat head screwdriver
- Flat scraper
- Wrenches (appropriate sizes) for hangers

Frequency: Monthly

Timing: Downtime

HSSE:

- Oil/slip resistant shoes
 - Eye protection
 - Gloves
 - Bump cap while working in the lower bay areas
-

Performed by: LBT

Activity Steps:

Monthly

1. Remove "Y" strainer from your evacuation pump using pliers and a screwdriver as necessary (the "Y" strainer is typically located on the side of the pump).
2. Clean the strainer (comply with federal, state and local regulations with regards to disposal).
3. Use brush or semi-sharp object as appropriate to insert in opening and scrape clean.
4. Clean drain pan of all oil and sludge which accumulates on bottom of drain pan. This can be done using a putty knife or another firm, flat object.
5. Check piping run to be sure all hangers are tight and angle is correct.

Operating Standards and Best Practices

1. Never operate evacuation pump without the screen in place.
2. Place a foam filter (air conditioner filter) on top of drain pan to prevent foreign material from getting into evacuation pump.
3. Remove filter from drain pan each morning and shake trash collected on top into garbage can.

Management for Excellence

806 Vacuums

806

Objective **Ensure safe and reliable operation of the vacuums through regular maintenance and inspections.**

Duration: 1 - 10 minutes

Materials Needed:

- Vacuum bags
- Spray cleaner
- Rags

Frequency: Each use; Daily; Monthly

Timing: Before each use; Downtime

HSSE:

- Oil/slip resistant shoes
- Eye protection
- Bump cap while working in the lower bay areas

Performed by: All employees (assigned task)

Activity Steps:

Before Every Use

If vacuum damage or improper operation is apparent, immediately lock out/tag out the unit and contact your supervisor!!

1. Verify switch is installed and working properly.
2. Inspect the vacuum for any exposed wires or sharp/broken edges.
3. Check the electrical connections and verify that the vacuum plug and cord are in proper working condition.

Daily

1. Verify that both the filter and the bag are in place during operation.
2. The top of the vacuum should be secured to the base.

Monthly

1. Inspect electrical connections— an extension cord should not be used on a permanent basis.
2. Inspect and tighten the mounting bracket/vacuum stand.
3. Verify the switch plate screws are tight and that the switch plate is not cracked or chipped.

Operating Standards and Best Practices

1. Keep vacuum hoses as short as possible to increase suction.
2. Soak (overnight) vacuum hoses in a bucket of lower bay floor cleaner.

Management for Excellence

807 Ground Water Sump

807

Objective Provide guidance on the proper care and maintenance for the ground water sump pump.

Duration: 15 minutes **Materials Needed:**

- Keys to lock on sump lid
- Water hose

Frequency: Monthly

Timing: Downtime **HSSE:**

- Oil/slip resistant shoes
- Eye protection

Performed by: LBT

- Bump cap while working in the lower bay areas

Activity Steps:

The lid to the ground water sump pump should always be closed and locked. During maintenance, the keys should be obtained from the manager on duty in order to open the pump area.

Once maintenance is complete, the manager on duty should verify the completion of the work and lock the pump area.

Monthly

1. Verify the cover is sealed to the concrete and water cannot enter into the sump pit from the floor.
2. Open the pump cover and check content for oil. If oil or any oily substance is present, contact your supervisor to report spills in accordance with your entity's policies.

3. While pump cover is open (step 2) check for rags, plastic, mop strings, etc. Remove any debris as it can interfere with the operation of the sump pump or even damage the pump.
4. Check that the sump pump works by filling pit with water (via a hose) or by lifting float. The pump should come on and water should be pumped out.
5. Check the wiring from the sump motor to the electrical outlet. It should not be frayed and extension cords should not be used.

Operating Standards and Best Practices

1. The breaker to the sump should be clearly labeled and never turned off.

Management for Excellence

808 Heating Ventilation and Air Conditioning (HVAC)

808

Objective Provide proper maintenance guidelines for HVAC systems to minimize repairs, increase efficiency and reduce utility costs.

Duration:	1 - 15 minutes	Materials Needed:	<ul style="list-style-type: none">• Ladder• Appropriate filters for the service center unit(s)
Frequency:	Daily; Monthly; Seasonally		
Timing:	Closing	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Lock out/Tag out kit
Performed by:	All employees (assigned task)		

Activity Steps:

Before Every Use

1. If a gas odor exists DO NOT turn on.
2. If a part is loose, the possibility exists that it could fall off, DO NOT turn unit on.

Daily

1. For the most efficient and cost effective use of the HVAC system, the thermostat should be set to:
 - 70 degrees for cooling and heating during the day.
 - At night raise cooling to 82 degrees and lower the heat to 60 degrees.
2. Make sure all doors and windows are kept closed. An open door or window will greatly reduce the efficiency of the AC or heater.

Monthly

1. Inspect filter in HVAC unit to make sure air can flow freely through it. If a ladder is needed, make sure you use an approved ladder

Seasonally

1. Replace HVAC filters in the fall and the spring.
2. Inspect HVAC unit(s) to ensure no physical damage was sustained during the off-season

continued

Management for Excellence

808 Heating Ventilation and Air Conditioning (HVAC) (continued)

808

Activity Steps:

Operating Standards and Best Practices

1. Check the filter: A dirty filter can change the air does not seem to be heating or cooling normally
2. Check the coils: If the unit will not cool at all, check the coils. When the thermostat is set too low, the unit can freeze up and must be turned off for several hours before it will cool properly.
3. Take care of the thermostat: Do not abuse the thermostat by hanging a hat or coat on it. A hat on a thermostat could alter the temperature up to 7 degrees. Hitting the thermostat if the temperature does not seem correct will only damage the unit.

4. Before you report it: Before calling in service on an extremely cold or hot day, place a thermometer on the vent where the AIR COMES OUT. When the blower goes off, the thermometer should read between 10 and 15 degrees warmer or cooler than the temperature inside the room. If that is happening, there is nothing wrong with the unit. The problem may be that your heated or cooled air is escaping (door left open, repeated opening of doors) faster than it can be replaced.

Service Center Specific Data

1. Location of your HVAC filter

2. Size

Management for Excellence

810 Hoses and Oil Guns

810

Objective Provide guidelines for service center employees to inspect, maintain and report issues with water, air and oil lines/hoses.

Duration:	1 - 5 minutes	Materials Needed:	<ul style="list-style-type: none">• Wrenches (appropriate sizes)• Rags• O-rings (as needed)• Teflon® Tape
Frequency:	Weekly; Every 6 months	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Bump cap while working in the lower bay areas
Timing:	Downtime		
Performed by:	All employees		

Activity Steps:

Weekly

1. Check for leaks, rust, fraying, and damage to the lines. Report any concerns to your manager or supervisor.
2. Empty any water separators in the line, both manual and automatic.
3. Refill any automatic line oilers.

Every 6 Months

1. Turn off oil to the oil gun by turning off the valve.
2. Remove the oil gun using the proper sized wrenches.
3. Check and clean the screen in the handle.
4. Use Teflon® tape on the threads when reassembling the oil guns.

Operating Standards and Best Practices

1. Common causes for oil gun leaks are the o-ring and the nozzle. The o-ring is located where the oil hose attaches to gun. Replacement o-rings can be ordered through the oil gun manufacturer.
2. Contact your supervisor if your oil gun is not working, has a meter that will not read, or if the trigger does not operate properly.

Management for Excellence

811 Oil/Water Separator

811

Objective **Keep Oil/Water Separator maintained and working properly.**

Duration: 5 minutes **Materials Needed:** • None

Frequency: Monthly

Timing: When the used oil hauler arrives at the service center **HSSE:** • Oil/slip resistant shoes
• Eye protection
• Bump cap while working in the lower bay areas

Performed by: One employee and the used oil hauler

Activity Steps:

Weekly

1. Have used oil hauler remove oil from the oil side of the separator.
2. Oil/water separator may have an additional holding tank located in a different area of the service center. The oil from this tank should also be removed.
3. Remove debris such as plastic bags, mop strings, etc. which can clog the oil/water separator and damage the pumps.

If this service center has an oil/water separator, it is located in the lower bay near:

-
- This separator

Does

Does not

have a pump inside the unit to pump water into a tank.

If it does, that tank is located:

which flows to the

Service Center Specific Facts

Please complete the following information for future reference:

- This service center

Does

Does not

have an oil/water separator.

Management for Excellence

812 Overhead Doors

812

Objective	Inspect the lot to ensure that it is maintained to the appropriate standard.		
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Duration:	1 - 30 minutes	Materials Needed:	<ul style="list-style-type: none">• Clean rags• Wrenches (appropriate sizes)• Screwdrivers (appropriate sizes)• WD-40 or other spray lubricant• Ladder
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Frequency:	Each use; Monthly; As needed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Lock Out/Tag Out kit
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Timing:	Before each use; Downtime		
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Performed by:	All employees (assigned task)		
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Activity Steps:

Before Every Use

If overhead door damage or improper operation is apparent, immediately secure the door and contact your supervisor.

Inspect each overhead for unusual conditions. For example:

1. Visually check door to make sure all rollers are in place.
2. Visually check to see that the hinges, glass, stops and panels are secure and are not in danger of falling out or off. Visually check that there are no loose cables and spring is intact.
3. Visually verify that the door runners (tracks) are secured to the building.

4. Verify that the side locks are disengaged before lifting.
5. Verify that no foreign object is in the path of the door – impeding the movement of the door (broom handles, cars, buckets, etc.).
6. Inspect electrically operated doors for exposed wiring on the opener or on the wall switch.
7. Verify that manual doors have a rope in place to control the motion of the door.

continued

Management for Excellence

812 Overhead Doors (continued)

812

Activity Steps:

Monthly

Perform the following maintenance items once per month:

1. Spray all rollers with WD-40 or a similar spray lubricant (do not use grease).
2. Tighten all the screws in the hinges and roller assemblies.
3. Inspect and replace any broken, cracked or chipped glass. Notify your supervisor as necessary.
4. Inspect and replace any unsafe beading, chalking or molding that holds panels or glass in place. Notify your supervisor as necessary.
5. Verify weather stripping is in place along the bottom of each door.
6. Visually check any belts or chains for cracking or excessive sagging.
7. Verify all rollers are moving freely.
8. On electrically operated overhead doors check the manual override to ensure the door can be raised/lowered when the power goes out.

Operating Standards and Best Practices

1. Do not throw the overhead doors up or down. The doors are damaged by bouncing off the floor or the stops at the top of the tracks.
2. NEVER use grease on the rollers. The grease will collect dust and debris that will damage the rollers.
3. Train all employees how to use the manual override on electrically operated overhead doors.
4. Always open doors all the way and shut doors all the way. Doors are often damaged when large vehicles run into partially opened bay doors.
5. DO NOT change the physical characteristics of the doors without first discussing with the installer. Changing windows to Plexiglas or panels to wood changes the weight of the door and can damage the springs.
6. DO NOT operate the door if the motor continues to run after the door is all the way up or down. This will burn out the motor.
7. Electrically operated doors should not have active slide lock bars. These doors cannot be manually operated unless the manual override has been activated.

Management for Excellence

814 Timers

814

Objective **Verify that service center lights turn on and off at the proper times.**

Duration: 5 minutes **Materials Needed:** • Screwdriver (appropriate size)

Frequency: Monthly

Timing: Downtime **HSSE:** • Oil/slip resistant shoes
• Eye protection

Performed by: Two employees • Bump cap while working in the lower bay areas

Activity Steps:

Monthly

1. Verify the time on the timer is correct; paying special attention to the two time changes (Spring and Fall) where applicable.
2. One employee should manually turn on the exterior lights using the timer while the second employee verifies that all the lights are illuminated.
3. After verifying lights are illuminated, set timer to turn lights off 10 minutes later.
4. After verifying lights turned off, set the timer to turn on the lights 10 minutes later.
5. Complete this test by setting the timer to the proper settings for normal use

Operating Standards and Best Practices

1. As a best practice, having exterior lighting on during inclement weather can increase service center visibility.
2. The door to the timer box should always be kept closed. This will keep dust from interfering with the timer's proper operation.
3. Be sure that both the on and off times are correct. Unless otherwise stated, all exterior lights and signage should come on at dusk and turn off at midnight.
4. Your entity may provide more guidance for a service center's special circumstances.

Management for Excellence

815 Tire Rotation Lifts

815

Objective Ensure the safe and proper operation of the tire rotation lifts through proper maintenance and regular inspections.

Duration:	5 minutes	Materials Needed:	<ul style="list-style-type: none">• Clean rags• Wrenches (appropriate sizes)• Appropriate lubricant as specified by lift manufacturer
Frequency:	Each use; Weekly; Monthly	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Gloves• Bump cap while working in the lower bay areas• Lock out/Tag out kit
Timing:	Downtime		
Performed by:	Employees who complete the Tire Rotation CBT		

Activity Steps:

Before Every Use

Inspect the lift for unusual wear and tear.

1. Verify electrical cord does not have cracks, exposed wires or a loose electrical outlet.
2. Verify that the lift's locks are in place and are in proper working order (not bent or missing pieces).
3. Verify that the lift stays level as it picks up vehicles. Unleveled lifting could indicate a bent lift and should be reported to your supervisor.

Weekly

1. Perform a thorough inspection of the entire tire rotation lift, checking:
 - Hoses for leaks, wear marks and loose fittings.
 - The hydraulic fluid level. If the level is low, appropriate lubricant should be added.

continued

Management for Excellence

815 Tire Rotation Lifts (continued)

815

Activity Steps:

Monthly

1. Use the safety cones to mark off the area around the tire rotation lift.
2. Without a vehicle, raise the tire rotation lift to allow the locks to engage.
3. Visually inspect the locks to be sure they are not missing any parts and that they are not bent.
4. The lift should raise evenly and the locks should engage at the same time.
5. Check that the rubber pads are free of tears and holes.

Operating Standards and Best Practices

1. In many cases, bent locks can be replaced by personnel. Contact lift manufacturer for part number and installation details.
2. Be sure to know the weight limit of your tire rotation lift. Lifting vehicles heavier than the maximum weight represents a safety risk and could damage the lift.
3. Vehicles should always be centered before lifting them to avoid the vehicle falling off and to avoid the vehicle falling off and to avoid bending the lift.

Management for Excellence

816 Services Vehicle Lifts

816

Objective **Ensure the safe and proper operation of the Services vehicle lifts through proper maintenance and regular inspections.**

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Clean rags• Wrenches (appropriate sizes)• Appropriate lubricant as specified by lift manufacturer
Frequency:	Each use; Weekly; Monthly	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Gloves• Bump cap while working in the lower bay areas• Lock out/Tag out kit
Timing:	Downtime		
Performed by:	Employees certified in Multicare Services		

Activity Steps:

Before Every Use

Inspect the lift for unusual wear and tear.

1. Verify electrical cord does not have cracks, exposed wires or a loose electrical outlet.
2. Verify that the lift's locks are in place and are in proper working order (not bent or missing pieces).
3. Verify that all lift arms are in good condition and that the lift stays level as it picks up vehicles.
3. The hydraulic fluid level. If the level is low, appropriate lubricant should be added.
4. Lubricate all rollers with general purpose oil as specified by the manufacturer if appropriate.
5. Make a visual inspection of all moving parts and check for excessive signs of wear.
6. Replace any faulty parts before putting lift back in service.

Weekly

1. Perform a thorough inspection of the entire lift, checking:
2. Hoses for leaks, wear marks and loose fittings.

continued

Management for Excellence

816 Services Vehicle Lifts (continued)

816

Activity Steps:

Monthly

1. Check all arm adjusting locks for proper operation.
2. Check all cable connections, bolts and pins to insure proper mounting and torque.
3. Visually inspect safeties for proper operation.
4. Lubricate columns with grease.
5. Inspect all anchor bolts and retighten if necessary.
6. Check hydraulic fluid level. If level is low, appropriate fluid should be added.
7. Inspect all pivot arm pins making sure they are properly secure.
8. Check equalizer cable tension and adjust if necessary.
9. If lift is equipped with overhead cut-off switch, check for proper operation.

Operating Standards and Best Practices

1. Never exceed the rated capacity of the lift.
2. Never operate lift with any person or equipment below.
3. Always insure locks are engaged and in good working order.

Management for Excellence

817 Services Wheel Balancer

817

Objective **Ensure the safe and proper operation of the wheel balancer through proper maintenance and regular inspections.**

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Clean rags• Vaporizing solvent
Frequency:	Daily		
Timing:	Downtime	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Gloves
Performed by:	Employees who complete the Tire Service CBT		

Activity Steps:

Before Every Use

1. Verify electrical cord does not have cracks, exposed wires or a loose electrical outlet.
2. Before performing any maintenance lock out/tag out machine from the electrical outlet.
3. Keep the display clean and clear. Use a damp cloth. Do not use cleaners or solvents which leave oily or filmy residues behind.
4. Keep the adapters, cones, faceplate, threaded shaft, pressure cup, and hub nut clean. Grease and dirt buildup will cause inaccurate balancing and premature wear. Clean these items at least once a day with a vaporizing solvent.
5. Clean weight tray and any accessory posts, pegs, or storage shelves with a vaporizing solvent. Weights stored in a dirty tray may pick up grease and dirt which may keep them from securely attaching to the wheel.
6. Calibrate according to the manufacturer recommendations for the wheel balancing machine in your service center.

Management for Excellence

818 Services Tire Changer

818

Objective **Ensure the safe and proper operation of the tire changer through proper maintenance and regular inspections.**

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• Clean rags• Wire brush• Light lubricating oil• Soft bristle brush
Frequency:	Weekly		
Timing:	Downtime	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection• Gloves
Performed by:	Employees who complete the Tire Service CBT		

Activity Steps:

Weekly

1. Verify electrical cord does not have cracks, exposed wires or a loose electrical outlet.
2. Before performing any maintenance lock out/tag out machine from the electrical outlet.
3. Clean the vertical hexagonal rod with nonflammable liquid detergent. Immediately lubricate with a light lubricating oil after doing this.
4. Periodically clean all moving metal parts and lubricate with oil.
5. Weekly clean the teeth of the clamps with a wire brush, check the nylon clamping jaw inserts and replace if worn.
6. Inspect and replace as necessary the plastic mount/dismount head insert.
7. Lubricate piston rods of turntable air cylinders with oil as needed
8. Lubricate piston rods of turntable air cylinders with oil as needed
9. Periodically wash all plastic parts with cold water and soap or window cleaner.
10. Check the bead breaker pads. Replace if worn.



Tools for Excellence

Tools for Excellence

<u>Code</u>	<u>Description</u>
A	Activity Board
B	Employee Communication Board
C	Huddle / Customer Rally
D	One Car, No Car
E	Store Status Report (SSR)

Best Practice Templates

Tools for Excellence

A Activity Board

A

Objective **The Activity Board should provide an accurate and current description of the daily roles and responsibilities of every employee. The Activity Board assigns positions for floor control to ensure the delivery of consistent JTSS+ and enables accountability for daily tasks, goals and objectives.**

Duration:	20 minutes	Materials Needed:	<ul style="list-style-type: none">• Activity Board and wet erase markers• Guide to Excellence• Window cleaner• Paper towels• Weekly schedule• CBT certification report• Daily Goals for customer and service center sales• Service center’s special activities schedule
Frequency:	Throughout the day as needed		
Timing:	Open; Close; As needed	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Eye protection when entering the bay• Bump caps in lower bay
Performed by:	Assigned team member or Manager on Duty		

Tool Steps:

At Closing

1. Clean the Activity Board by using window cleaner and paper towels. Any tasks that were not initialed as completed should be written down under Special Reminders to ensure they are completed the following day.
2. Assign the “once per day” activities using the schedule to determine which employees are assigned to close.
3. Enter the net sales and customer count goals for the next day.

2. Assign downtime activities to employees according to their arrival and departure times. Other considerations for assigning tasks are the employee’s daily assigned position and the employee’s level of training. (For easy reference, Actions for Excellence are numbered next to each downtime activity).
3. Complete the Employee Development section by reviewing each employee’s training progress and determining the best time of day for employees in need of training to complete the CBT modules.

At Opening

1. Opening meeting topics should be noted under the Special Reminders section.

continued

Tools for Excellence

A Activity Board (continued)

A

Tool Steps:

At Opening (continued)

4. The Other Activities section should include special projects or weekly/monthly tasks as well as the employee assigned to complete the task and appropriate completion time. (Example activities: put away inventory, cut grass, clean fascia)
5. The Assigned Person should complete the Activity Board, assigning employees according to JTSS+ positioning.

DURING THE DAY

1. The Assigned person updates the Activity Board to reflect changes to the personnel. Changes could be due to:
 - Employee breaks/lunches
 - The bank run
 - Customer complaints
 - Training
2. Employees initial off their assigned tasks as they are completed. When an employee signs off on the task, it means that the employee has tidied or cleaned their section to the standard in the Guide to Excellence.
Also, they should not sign off if the task is not complete so the manager can assess the day's activities and make adjustments as necessary.
3. The Special Reminders section is updated by the Assigned Person, ASM (Assistant Manager) and SM (Manager) throughout the day.
Examples:
 - Positive customer comments
 - Bay times
 - Employee appearance
4. Make note of material needed to complete assigned activities and reorder as needed.

SHIFT CHANGES

1. The departing employee's initials are to be left on the Activity Board for tasks that are completed.
2. The Assigned Person, ASM or SM erases the name of the departing employee and writes in the name of the arriving employee.
3. The departing employee should have a 2-minute discussion with the arriving employee to update him/her on the progress and challenges of completing the assigned task(s).
4. Assigned Person, ASM or SM should discuss and ensure the arriving employee:
 - Meets employee appearance standards.
 - Has appropriate PPE for his/her assigned position.
 - Clearly understands assigned tasks, responsibilities and times to perform the duties.
 - Does not have any additional questions.
 - The Assigned Person, ASM or SM should ask the employee questions about the communication and activity board to ensure they have completed the employee journey.
5. The manager on duty is responsible for follow-up and enforcement by:
 - Ensuring activities are completed during the assigned times.
 - Inspecting for quality work using the "Standards for Excellence" after an employee initials that activities are completed.

FLOOR CONTROL									
Positions	CSA _____	UBT _____	LBT _____	CT _____					
	CSA _____	UBT _____	LBT _____	CT _____					
	CSA _____	UBT _____	LBT _____	CT _____					
	CSA _____	UBT _____	LBT _____	CT _____					
Ancillary & MultiCare Technicians	Anc 1 _____	Anc 2 _____	Anc 3 _____						
	ST _____	ST _____	ST _____	Ins _____	Ins _____				
DOWNTIME ACTIVITIES (every 2 hours)									
	#	Name	Open-9:00 AM	9:00 AM-11:00 AM	11:00 AM-1:00 PM	1:00 PM-3:00PM	3:00PM-5:00PM	5:00PM-Close	
Brew coffee	311								
Tidy customer restroom	302								
Tidy lounge	301								
Tidy lot	306								
Tidy vehicle information podium	300								
Tidy office	307								
Tidy upper bay	304								
Tidy MultiCare bay	317								
Tidy employee restroom	305								
Tidy lower bay	303								
ONCE PER DAY ACTIVITIES									
Clean lot	314								
Clean customer restroom	312								
Clean lounge	309								
Clean lounge windows	310								
Clean office	316								
Clean upper bay	332								
Clean MultiCare bay	334								
Clean lower bay	333								
Clean employee restroom	313								
Clean storage room	331								
OTHER ACTIVITIES									
EMPLOYEE DEVELOPMENT									
SPECIAL REMINDERS									
HSSE									
#	\$								

Items to be performed
at closing

How to Use the Activity Board

Floor Control

Assign employees to each position just as stated in JTSS+. Remember the 5th person, if needed, is the second CSA. Also, all people must be certified for the position they are working. Set up the board for what is going on at the current time in the service center. The board is set up prior to the day's business and is communicated to the staff during the morning rally.



FLOOR CONTROL								
Positions	CSA	Bill	UBT	Karl	LBT	Omar	CT	Kevin
	CSA		UBT		LBT		CT	
	CSA	Bill	UBT	Karl	LBT	Omar	CT	Kevin
	CSA		UBT		LBT		CT	
Ancillary & MultiCare Technicians	Anc 1	Omar	Anc 2		Anc 3			
	ST	Mark	ST		ST		Ins	

Ancillary

Typically the ancillary services are performed by the Service Technician. However, you may assign a person to do ancillary services if the ST is busy. In this case, you are moving one person into the ancillary slot. In this example, the team was in a 4 person team and moved the CT to the ancillary slot; they are now in a 3 person team while the CT performs the ancillary service. This is also communicated during the morning rally so that everyone knows what position they will take when an ancillary service occurs.

DOWNTIME ACTIVITIES (every 2 hours)				#	Name	Open- 9:00 AM	9:00 AM- 11:00 AM	11:00 AM- 1:00 PM	1:00 PM- 3:00 PM	3:00 PM- 5:00 PM
Brew coffee				311	Karl	Karl	Karl			
Tidy customer restroom				302	Omar	Omar	Omar			
Tidy lounge				301	Bill	Bill	Bill			
Tidy lot				306	Kevin	Kevin	Kevin			
Tidy vehicle information podium				300	Kevin	Kevin	Kevin			
Tidy office				307	Bill	Bill	Bill			
Tidy upper bay				304	Bill	Bill	Bill			
Tidy MultiCare bay				317	Karl	Karl	Karl			
Tidy employee restroom				305	Bill	Bill	Bill			
Tidy lower bay				303	Omar	Omar	Omar			

Downtime Activities

Assign employees to perform the tidies and cleans. Assign people to duties that make the most sense. For example, the Upper Bay Technician does the Upper Bay Tidy and Clean. Employees initial once their tidy and clean are complete, which means they have completed their responsibility to the standard in the Guide to Excellence.

ONCE PER DAY ACTIVITIES			
Clean lot	314	Karl	Karl
Clean customer restroom	312	Omar	Omar
Clean lounge	309	Bill	Bill
Clean lounge windows	310	Kevin	Kevin
Clean office	316	Kevin	Kevin
Clean upper bay	332	Bill	Bill
Clean MultiCare bay	334	Bill	Bill
Clean lower bay	333	Omar	Omar
Clean employee restroom	313	Bill	Bill
Clean storage room	331	Omar	Omar

Items to be performed at closing

Other Activities

Use this portion of the board to complete your daily plan. Add anything that is not already on the board, so in this example, Manager has assigned specific duties to employees. Once these tasks are complete, the employees will sign the board.

OTHER ACTIVITIES			
Put away inventory	Karl		Karl
Cut grass	Kevin		Kevin
Organize LB inventory	Omar		Omar
Clean driveway aprons	Bill		

EMPLOYEE DEVELOPMENT			
Lower Bay proficiency	Mark		
Role Play OCS	Bill & Kevin		
Train Inventory procedures	Karl		

SPECIAL REMINDERS			
Meeting 8pm tonight			
Don't forget our new greeting			
#	\$		

Special Reminders

Special reminders are for anything that the manager wants to keep top of mind for his/her employees. This can be meeting notices, hot topics and anything the manager wants to convey to his/her people. The key to this section is for the manager to follow-up to ensure the employees have read the information

Tools for Excellence

B Employee Communication Board

B

Objective

To keep employees updated and current on service center related information.

1. The board should be free from:

- Dirt
- Grease
- Grime
- Stains
- Scratches
- Bugs
- Smudges
- Adhesive Tape
- Graffiti
- Scuff Marks

2. The board should be located in the storage area, break area or other employee accessible area (away from customer's view).

3. The following are suggested areas for headers and documents:

- Current Weekly Schedule
- Following Weekly Schedule
- HSSE
- CSS Questions/Scores
- Employee Certification Results
- Bonus Program
- SSR
- Mystery Shop Reports
- Miscellaneous

4. You may consider placing documents inside of plastic protectors that are arranged in a neat, orderly fashion and attached to the board



Tools for Excellence

C Huddle / Customer Rally

C

Objective Energize employees and get them focused on delivering the Customer Experience.

Duration:	10 minutes	Materials Needed:	<ul style="list-style-type: none">• HSSE safety message• Customer experience message• Floor control board and/or Activity Board• Daily goals• Oil/slip resistant shoes• Safety glasses• Bump caps (in lower bay)
Frequency:	Daily		
Timing:	As needed during the day	HSSE:	
Performed by:	Opening manager and crew		

Activity Steps

1. Gather all employees and verify employee appearance.
NOTE: This meeting is best held at the beginning of the day prior to opening. Check with your entity regarding the guidelines for meetings prior to opening.
2. Review applicable topics e.g. safety, environmental, SVRs and SSRs.
3. Review Activity Board with employees.
4. Review daily goals (customer count, CET, etc.).
5. Review customer feedback:
 - CET
 - Mystery Shopper
 - Missed Opportunities
 - Positive customer feedback
6. When conducted properly, a Customer Rally is:
 - Encouraging/enthusiastic
 - A forum where employees can discuss their observations
 - A positive experience
 - Educational when you have employees take turns holding the customer rally

Tools for Excellence

D One Car, No Car

D

Objective Allows management to:
a) review the service center performance of JTSS+ and to provide coaching and reinforce success
b) maintain focus on bay operations

Duration: 10 minutes

Materials • Knowledge of JTSS+

Needed: • Stopwatch

• DTOGS

Frequency: As needed throughout the day

Timing: No or One customer in bay

HSSE: • Oil/Slip resistant shoes

• Safety glasses

Performed by: Manager on duty

• Bump caps (in lower bay)

• Nitrile gloves

• Burn Sleeve

Activity Steps:

1. Determine opportunity to perform “One-Car, No-Car” process where there is:
 - One car in the bay
 - No cars waiting
2. Observe and listen to customer greet (if this has not already occurred).
3. Start stopwatch when hood is opened.
4. Observe team executing the ROC:
 - Performed within 1 minute and 20 seconds
 - Covers all points
5. Observe CSA perform the Service Review:
 - Use of manufacturer’s recommendations
 - Degree of knowledge
 - Pressure to purchase
 - Comfort level with customer
 - Cost and time estimate presented to customer
6. Observe UBT, LBT and CT execute JTSS+:
 - All calls and responses executed in accordance with JTSS+
 - Sense of urgency
 - Timing and speed of service
7. Check that TL is managing the floor.

continued

Tools for Excellence

D One Car, No Car (continued)

D

Activity Steps

8. Stop stopwatch when hood is closed.
9. Observe cash-out and exit of customer:
 - Review of invoice, services performed and recommendations.
 - Customer informed of top-off policy and customer thanked.
10. After customer departs, gather staff in upper bay. Provide feedback to crew:
 - Service time
 - Reinforce success first
 - Identify areas which did not meet standards
11. Deploy staff to perform downtime activities.
12. Schedule future training as needed:
 - CBT
 - OJT

Tools for Excellence

E Store Status Report (SSR)

E

Objective	Coach employees on improved delivery of the customer experience.		
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Duration:	60 minutes plus	Materials and knowledge needed:	<ul style="list-style-type: none">• Basic knowledge of JTSS+• SSR form• Knowledge of “Standards for Excellence”• Stop watch• Guide to Excellence
Frequency:	Each time the service center is visited		
Timing:	Throughout the day	HSSE:	<ul style="list-style-type: none">• Oil/slip resistant shoes• Safety glasses• Bump caps (in lower bay)
Performed by:	Management and service center visitors		

The Report:

1. The left side of the report covers the key areas of the service cycle and is divided by the key contact points.
2. The right side of the report addresses facility standards, JTSS+ standards and desired behaviors.
3. Each attribute can be marked as one of the following:
 - S = Satisfactory - If the attribute was executed one hundred percent of the time you were observing.
 - U = Unsatisfactory - If the attribute was not executed or was missed any time while observing.
 - NA = Not Applicable - If attribute is not observed or does not apply to the service center.

The Process:

1. After completing the form, review previous SSR forms looking for trends and areas of improvement.
2. Engage management in review of past and current SSR.

3. Have the service center representative describe the day’s performance.
4. Ask questions to engage service center representative.
 - Ask them what went well in greet, escort, etc.
 - Ask them what improvement opportunities exist.
5. Coach on 3 positives and 2 opportunities to change. The 3 positives and 2 opportunities must be specific to the behaviors addressed on the SSR, and when prioritizing, list the behaviors that affect the experience most.
6. Obtain buy-in — ask what they will do with this information and document the recommendations on the form in the notes section.
7. After the discussion, make a copy of the SSR and place the copy in the service center SSR binder and place the original on the communication board.

Excellence in Operations – MultiCare Store Status Report

Service Center: _____	Evaluator: _____	On Duty Manager: _____
Date: _____	Time: _____	Service Tech: _____

Mystery Shop store by phone 3 times Inspection of 4 vehicles during visit

CSA & Customer Experience				S	U	NA	Inspection				S	U	NA
1	Dedicated CSA focused on core and MultiCare services						16	JTSS + Team in Place: CT, UBT, LBT					
2	CSA has knowledge/can describe repairs						17	UBT responsible for ROC completion					
3	CSA welcomes customer within 10 secs and offers tire rotation						18	UBT records call outs from LBT and completes all necessary information on ROC					
4	CSA enters customer info, oil selection and services into system as part of check-in						19	LBT performs under vehicle inspection and makes call outs					
5	CSA previews ROC before presenting						20	ROC inspection performed completely on every vehicle. Red, yellow, green boxes marked					
6	ROC inspection is presented to customer within 5 minutes of vehicle entering bay						21	Brake inspection performed with each tire rotation using rainbow gauge					
7	ROC form used to present current needs as well as inform customer of upcoming needs						22	Tire rotations completed within 3 - 5 min.					
8	CSA begins review with ROC and moves from small to large services						23	CT uses impact gun and removes tires appropriately					
9	CSA able to present tires proficiently						24	UBT performs brake inspection during the tire rotation					
10	CSA properly presents manuf. recs including spark plugs						25	Brake fluid test results recorded on ROC					
11	CSA asks for business with confidence						26	Unusual conditions noted on ROC					
12	Customer invoice prepared prior to completion of service						27	Tires inspected for signs of irregular wear or damage					
13	Brake/Repair Warranty communicated to customer						28	Complete brake inspections utilize BI form					
14	Invoice comments reflect recommendations						29	Each core bay has set of tire rotation tools neatly organized – best practice					
15	No handles policy used greet through exit						30	Inspection tech has rainbow gauge and tread depth gauge					
							31	All technicians equipped with flashlight					

FEEDBACK: Have you identified any DEVIATIONS to the JTSS+ Process? What are they?

FEEDBACK: What is helping drive JTSS+ consistency & alignment?

FEEDBACK: Any other issues identified? What are they?

Excellence in Operations – MultiCare Store Status Report

Service Execution				Tools & Shop Supplies			
S	U	NA		S	U	NA	
32			Manager proficient in floor control	58			Tool Boxes clean and in good repair
33			Manager greets customer as secondary duty	59			Lifts clean and in good repair
34			UBT never leaves his/her vehicle	60			Brake Dust captured in solvent tank
35			Team properly stages vehicles as necessary	61			Solvent tanks clean and in good repair
36			Team properly moves between bays 1 and 2 when more than one vehicle in bays	62			Store has all tools needed for services offered
37			Service time from hood up to down is 12-15 min. for core service or 15-18 mins with tire rotation	63			Tools are organized
38			Total service time on lot is 20-25 min for core service or 23-28 mins with tire rotation	64			Tools are used properly
39			Test drives vehicle before repair as appropriate	65			Repair Bays clean and orderly
40			Test drives vehicles after all repairs	66			Parts stock adequate for meeting full day volume / restocked on regular schedule if applicable
41			All bolts are torqued to specification				
42			BFE - calipers are bled in proper order	67			Carts clean and in good repair
43			BFE includes a brake inspection	Operations			S U NA
44			Spark plug gaps are verified prior to installation	68			Floor control set up on activity board and discussed with team during huddle.
45			Spark plugs are torqued to specification	69			Positions assigned by skill set for optimization
46			Services are performed by certified tech	70			Manager is clearly directing team
47			Ancillaries are NOT performed in core bay	71			Service Technician certified in Ancillary Svc's & Advanced Specialist Svc's offered
Estimating and Invoicing				S	U	NA	72
48			CSA understands services and pricing for all services	73			Hands-on training is occurring for MultiCare svc
49			Mark-up Calculator understood & in use	74			Manager, ST and CSA are proficient in All-Data or equivalent
50			Mgr., ST and CSA are able to build estimates	75			Store has MultiCare POP in customer areas
51			Estimates built using All Data labor information or equivalent tool.	76			Store has MultiCare bay signage properly displayed
52			Estimates have complete customer information	77			Vehicles efficiently transition from lube to MultiCare bay
53			Time estimates given	78			Incentive plan in place that drives targeted services
54			All brake estimates include brake fluid exch.	79			Store posted Core/MultiCare daily goals
55			CSA able to build tire estimate using proper vendor and package pricing	80			Employees know the targeted services
56			MultiCare codes setup in GROW correctly				Employees know progress towards goals
57			MultiCare codes used correctly				

Inspect	Understand	Ask
Strengths:		
Opportunities:		
Comments:		