

## Store Business Review Worksheet - Vision Store

Name:

Store #:

Date:

AVP/VP:



**Composite Score**  
(Standard 7.975)

Prior Period	Current Period

### SAFETY



Standard
9

Safety Score	
Prior Period	Current Period

Store Metrics	Prior Period	Current Period
DART Cases		
TRIR Cases		
Observations		
Engagement (Rate %)		

### QUALITY



Standard
8.0

Quality Score	
Prior Period	Current Period

Store Metrics	Prior Period	Current Period
GK/GL Count		
RFS (%)		
CDI - TE (Rate %)		
Certification (Level %)		

### DELIVERY



Standard
7.8

Delivery Score	
Prior Period	Current Period

Store Metrics	Prior Period	Current Period
CDI - TT (Rate %)		
Bay Time (Time)		
Scheduling (Rate %)		
Wait Time (Time)		

### COST



Standard
7.1

Cost Score	
Prior Period	Current Period

Store Metrics	Prior Period	Current Period
PT Turnover (%)		
PT Tenure		
Store Paid (Rate \$)		
GK GL Cost (Rate \$)		





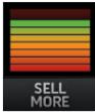

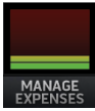
*Safety and Quality First in Delivering an On-time Experience!*

Notes:

## Business Review Worksheet - Vision Store

Store: \_\_\_\_\_

Date: \_\_\_\_\_

GAUGES	GO SEE Daily Audits (Target Bands)	Current	AOR
 	<b>Tech 12 Mo. Rolling Turnover (&lt; 75% - 80%)</b> } PRIMARY <div style="margin-left: 100px;">           PT Tenure (&gt; 300 - 375 days) # of Days _____            Certification (SC &gt; 66.7% - 71.4%) _____%            DART (10) _____         </div>	_____% _____% _____% _____%	MGR/5S MGR WF MGR/SR/WF
  <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>Recommend CDI</b>            _____%            +/- _____%         </div>	<b>CSL &gt; 45 min. (&lt; 38.1% - 33%)</b> } PRIMARY <b>BOPIS CDI (&gt; 84% - 87.1%)</b> } <div style="margin-left: 100px;">           QAWT (&gt; 77.3% - 78.7%) Yes _____%            RFS (&lt; 0.74% - 0.68%) _____%         </div>	_____% _____% _____% _____%	MGR/WF/5S MKT MKT MGR/WF
 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>Tires +/-</b> _____  <b>Wheels +/-</b> _____  <b>Total +/-</b> _____         </div>	<b>Units/Day (&gt; 4.00)</b> } PRIMARY <b>Demand/Day (-3)</b> } <b>UPI (&gt; 0.14)</b> } <div style="margin-left: 100px;">           VTV 4/32 Conversion (&gt; 73.4% - 75.3%) _____%            Air Check 4/32 Conv (&gt; 41.6% - 44.7%) _____%            Wheel to Tire Ratio (&gt; 5.0% - 5.5%) _____%            VTV DOT Capture (&gt; 86.5% - 88.3%) _____%         </div>	+/- _____ +/- _____ +/- _____ _____% _____% _____% _____%	MGR/SR MGR/SR SR MGR/SR MGR/MKT SR SR
 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>AUR \$</b> _____  <b>+/- \$</b> _____  <b>PPU \$</b> _____  <b>+/- \$</b> _____         </div>	<b>Certificates (&gt; 72.8% - 75.2%)</b> } PRIMARY <div style="margin-left: 100px;">           Wiper Blades (&gt; 17.5% - 19%) _____%         </div>	_____% _____%	SR MKT/5S
 <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <b>Labor Efficiency</b>            _____            +/- _____         </div>	<b>Scheduling: CREW Time (Worked to Demand AM &amp; PM 100 - 102%)</b> } PRIMARY <div style="margin-left: 100px;">           Avg Bay Time (&lt; 19.27 - 18.82) _____         </div>	_____% _____	MGR MGR/WF/5S

See CTA form on next page

Manager:Store #:Date:AVP/VP:AVP Follow-up Date:

Use open text fields to enter any additional Drivers and metrics. Select green, yellow, or red for each gauge.

Happy Employees	Happy Customers	Sell More	Sell Better	Manage Expenses
Drivers	Drivers	Drivers	Drivers	Drivers
Tech 12 Rolling TO	RCDI %	Tires +/-	AUR \$	Labor Eff
PT Tenure	RCDI +/-	Wheels +/-	AUR +/- \$	Labor Eff +/-
Certification (SC+)	CSL>45 min	Total +/-	PPU \$	CREW Time
DART	BOPIS CDI	Unit Increase	PPU +/- \$	Avg Bay Time
	QAWT	Demand	Certificates	
	RFS	UPI	Wiper Blades	
		VTV 4/32 <sup>nd</sup> Conv		
		A/C 4/32 <sup>nd</sup> Conv		
		DOT Capture		
		W/T Ratio		

Owner:Gauge:From:To:By:

Primary /  
Secondary Driver:

Brand Dimension &  
Specific BD Action:

Best Practice &  
Specific BP Action:

Who & What:

How Often:

Owner:Gauge:From:To:By:

Primary /  
Secondary Driver:

Brand Dimension &  
Specific BD Action:

Best Practice &  
Specific BP Action:

Who & What:

How Often:

Owner:Gauge:From:To:By:

Primary /  
Secondary Driver:

Brand Dimension &  
Specific BD Action:

Best Practice &  
Specific BP Action:

Who & What:

How Often:

Owner:Gauge:From:To:By:

Primary /  
Secondary Driver:

Brand Dimension &  
Specific BD Action:

Best Practice &  
Specific BP Action:

Who & What:

How Often:

Manager: (Frequency for follow up by modeling, teaching, and coaching to improve execution to standard with AOR and change the outcome, performing GO SEE Audits with AORs, AVP support needed, etc.)

AVP:



Store Business Review (CTA) . . . continued

Manager:

Store #:

Date:

AVP/VP:

AVP Follow-up Date:

Owner:	Gauge:	From:	To:	By:
Primary / Secondary Driver:				
Brand Dimension & Specific BD Action:				
Best Practice & Specific BP Action:				
Who & What:				
How Often:				

Owner:	Gauge:	From:	To:	By:
Primary / Secondary Driver:				
Brand Dimension & Specific BD Action:				
Best Practice & Specific BP Action:				
Who & What:				
How Often:				

Owner:	Gauge:	From:	To:	By:
Primary / Secondary Driver:				
Brand Dimension & Specific BD Action:				
Best Practice & Specific BP Action:				
Who & What:				
How Often:				

Owner:	Gauge:	From:	To:	By:
Primary / Secondary Driver:				
Brand Dimension & Specific BD Action:				
Best Practice & Specific BP Action:				
Who & What:				
How Often:				

Owner:	Gauge:	From:	To:	By:
Primary / Secondary Driver:				
Brand Dimension & Specific BD Action:				
Best Practice & Specific BP Action:				
Who & What:				
How Often:				

**Manager:** (Frequency for follow up by modeling, teaching, and coaching to improve execution to standard with AOR and change the outcome, performing GO SEE Audits with AORs, AVP support needed, etc.)