

RVP Workflow Coach Certification Checklist

Purpose and Overview

This **RVP Workflow Coach Certification Checklist** is intended to accompany the RVP Workflow Coach Certification Call, facilitated by the Operational Excellence team. All participants of the certification call are encouraged to complete this form and use it to capture notes for discussion related to certification approval and RVP coaching. **Please note: SVP participation is required for this call.**

Completed by:		RVP:	Date:	
Topic / Question		YES	NO	
PSE Events	Joined each AVP at one or more PSE Events (minimum of 3 events in total).			
	List the stores that have completed PSE events and the AVP: _____			
	Provided feedback and support for AVPs as they completed PSE Events. Ask for details.			
	Can explain how they aligned their staff to a consistent understanding, training, and vision. In other words, AVPs are using the following tools the same way: Task Timing Checklist, Puzzle Piece Observation, Flow of Tasks, Movement WS, etc.			
Improvement Cycles	Joined each AVP on one or more Improvement calls (minimum of 3)			
	Provided the AVPs feedback on the quality of the call. Ask for details.			
	Can explain how they aligned their staff to a consistent execution of improvement calls. This should be done by following the structure of the 5 Coaching Questions consistently on calls.			
	Worked with their AVPs to develop a plan/schedule for PSE Events & Improvement Call sustainment. Share this plan with SVP/Operational Excellence for support.			
Knowledge Check	Can explain the use and benefits of each of the following tools:			
	<i>Task Timing Checklist & Flow of Tasks</i> – What's the difference between these two? Can explain when to use each.			
	<i>Improvement Calls</i> – Why do we have these calls and how do they benefit Our People? Can explain the intent behind improvement calls.			
	<i>DT Coaching Questions</i> – What is the purpose of asking the questions? Can explain the 'Why' behind each of the coaching questions.			
	<i>Movement WS</i> – What is the benefit of "seeing" steps (flow)? Can explain when to use this tool.			
	RVP understands they are responsible for final approval of Manager certifications and supporting AVPs in ensuring managers meet expectations/requirements of a certified workflow coach.			
Notes:				