

Rental Leasing Services

Subject:	Clean Vehicle Measurement (Name Changed From Quality Checklist Audit and Vehicle Cleaning Standards Audit)
Procedure No.	F 0202 - 1206
Distribution:	All Employees and Management
Date:	February 16, 2010
Placed on RLS Server:	February 17, 2010
Replaces Procedure:	F 0202-1206, Dated December 27, 2006, Effective January 1, 2007, F 0202-0605, Dated June 19, 2005, Effective January 23, 2005
Other References:	Procedure No. F 0201 – 1206, Vehicle Cleaning Standards, F 0101 – 1206, Vehicle Damage Definitions & Vehicle Movement, R 0101 – 0104, Vehicle Incident Reports & Claims Set Up
Purpose	<p>To Communicate:</p> <ul style="list-style-type: none"> • When and How Measurements are Performed • Who will Perform the Measurements • Maintaining Measurement Checklists Files • Result and Benefit of a #1 Measurement Score • Process for Missing or Damaged Trophies • What Happens When Measurement Scores are Consistently Below 90% (Consistently Below = Employees 3 Weeks in a Row - Locations 3 Months in a Row) <p><i>The use of the word “vehicle” will include “trucks”. The process text when necessary will state the word “trucks” separately; however the word vehicle in the majority of the process text will stand for all vehicles and trucks collectively. If in doubt as to the inclusion of trucks, please ask a manager for clarification.</i></p>

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<p>Clean Vehicle Measurement Checklists</p> <p>How are clean vehicle measurements to be performed?</p> <p>Can any measurement list be used to perform the measurements?</p> <p>How do we score the store's measurement lists?</p> <p>Where do we file the measurement lists?</p>	<ul style="list-style-type: none"> • Full Service Vehicle Cleaning • Quick Turnaround Vehicle Cleaning • Full Service Truck Cleaning • Quick Turnaround Truck Cleaning <ul style="list-style-type: none"> • One vehicle or truck cleaned by each employee, once a week. • Locations that have one or two dedicated Service Agents are to perform three checks once a week. <ul style="list-style-type: none"> • No. The measurement list that matches the vehicle cleaned is to be used. For instance if the vehicle is a car, suv, minivan, etc., the vehicle measurement list is to be used. If the vehicle is a truck, then the truck measurement list is to be used. • If the vehicle or truck had a quick turnaround cleaning performed, then the Quick Turnaround measurement list is to be used. If the vehicle or truck had a full service cleaning, then the Full Service cleaning measurement list is to be used. <ul style="list-style-type: none"> • Add the totals of each measurement completed then divide the total by the number of measurements performed. For example: When two measurements are performed, add the two measurement totals together, then divide that total by two. $90 + 92 = 182$ divided by $2 = 91\%$. OR, if three measurements are performed do as follows: $90 + 92 + 94 = 276$ divided by $3 = 92\%$. (Round .5 up to the nearest whole number.) <ul style="list-style-type: none"> • All measurement lists are to be filed in date order behind the monthly tab in which they were performed. For example: A May 18th measurement can be in front or behind a May 19th measurement (depending on whether you want the most recent measurement to show first or last in your book), however both should be filed behind the May tab in the Measurement Book. • The Clean Vehicle Measurement Book will be reviewed periodically by management throughout the year and the entire book will be collected January of the following year.
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<p>Who performs the clean vehicle measurements?</p>	<ul style="list-style-type: none">• Area Managers are to perform the measurements as stated above - “How are clean vehicle measurements to be performed.”• Your Area Manager will perform a Clean Vehicle Measurement once a month at each location. Management may perform Measurements at any time for any location.• Employees may also use the Measurement forms to inspect the vehicles on the lot during the day.
<p>How will employees know their measurement scores?</p>	<ul style="list-style-type: none">• Managers are to provide employees with feedback as soon as possible within the same week the measurements are performed, regardless of the scores.• Employees whose Clean Vehicle Measurement’s score less than 100% are to be given specific instructions (coaching) on to how to improve their measurements. The Measurement notebooks are kept in the locations for employees to review the team’s performance.
<p>Result and benefit of a location having the highest measurement score...</p>	<ul style="list-style-type: none">• The location with the highest Measurement score will earn the right to display the Service Standards Trophy in their store for the following month. If there are two locations within the District with the highest scores for the same month, each store will display the Trophy for 15 days.
<p>What is an acceptable score to qualify to be able to win the trophy?</p>	<ul style="list-style-type: none">• The highest score between 90% and 100%.
<p>Who decides the winning score?</p>	<ul style="list-style-type: none">• The AM’s measurement will decide the winning store.• AM’s will supply feedback to the Area Manager and employees of the measurement, (if present) after the Vehicle Measurements have been performed, regardless of the scores. If the Area Manager is not available, the AM will provide the information to the Manager at the earliest opportunity.

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<p>How will the winning store(s) receive the trophy each month?</p>	<ul style="list-style-type: none">• The AM or someone designated by the AM will present the trophy to the winning store's Manager or Senior Employee on shift if the Manager is not available.
<p>What will happen if a store loses or damages the trophy?</p>	<ul style="list-style-type: none">• The store (collectively with its staff) will incur the cost to replace the missing, stolen, lost or broken trophy.• Until the AM takes possession of the trophy or designates someone to act on their behalf, the trophy remains the responsibility of the last winning location.
<p>What happens if an employee's Vehicle Measurements consistently fall below 90%?</p>	<ul style="list-style-type: none">• As with any employee job performance objective, the company's Performance Management process should be followed for employee's Measurements that consistently (3 weeks-back to back) score below 90%.
<p>What happens to stores that consistently fall below 90% in their Vehicle Measurements?</p>	<ul style="list-style-type: none">• As with any location performance objective, the company's Performance Management process should be followed for locations where the Measurements consistently (3 months – back to back) score below 90%.• Three consecutive low scores, (three months back to back scoring under 90%) on the Vehicle Measurements, will eventually impact the location's (CSI) Customer Service Incentive.