

H-01 Before You Leave

Procedure: *Before You Leave the Office*

Purpose: A Technician check list to use before leaving the office every day.

Overview: Remember, Value-Added Service isn't just about creating positive Moments of Truth. We also must focus on **avoiding negative Moments of Truth**. Few Moments are worse than arriving at a job 40 miles from the office without the knee kicker, scrub wand or the chem sponges! (Its also a real killer on production.)

Steps:

1. **Check your Load List-** Look at the box marked "Load List" on your *Production Day Sheet* and check off the items as you load them. Remember to check the inventory list inside each box, if appropriate, to make sure it is stocked properly. (Also check for adequate supplies for whichever tool you are loading, for example, staples or glue sticks.)
2. **Check your Special Instructions Box-** Carefully read everything in your "Special Instructions" Box on your Production Day Sheet. If you don't understand something check with the Operations Manager. The Special Instruction advice should also be found in a shortened form on a yellow sticky note on the customer's work order. This will be an additional reminder for you before you start each job. Be sure to remove the sticky note BEFORE you get out of the truck! (See Procedure *Before You Knock* for more information.)
3. **Check your equipment-** Yes, it's true, NOTHING should be taken off your truck without "red-tagging" (see SPECIAL CAUTION below) but still, "poo-poo" happens. So always at least check that your "portable and essential" items, such as your scrub wand, pressure sprayers and groomer haven't "walked away" since yesterday.

SPECIAL CAUTION: Remove NOTHING from your truck or even more important, one of your co-workers vehicles without leaving a "red tag" wired to the steering wheel listing what is missing from the truck. This Procedure MUST be followed ALL the time!

NOTE: See Procedure *Equipment Repair Sheet*

4. **Check your chemical levels-** Visually check all chemicals to make sure the levels are above the "FILL" line. Refill as needed. Don't forget to check your spotting chemicals at the same time.
5. **Check your supplies-** Make sure you have adequate amounts of foam blocks, tabs, door mats, "Free Spotter" bottles, etc.
6. **Check your truck and equipment appearance-** Remember, at our company "nothing leaves the plant dirty." This applies to your vehicle, tools, equipment, and yes ... even your personal appearance!

SPECIAL CAUTION: Don't focus exclusively on the outside of your truck. Many times our vehicle dashboards become littered with Styrofoam cups, hamburger wrappers, wadded up Work Orders and assorted debris. This gives a very negative Moment of Truth to everyone who sees your truck. Please keep your dashboards completely free of all items and use the supplied trash can between your van seats.

