

# TRUST but VERIFY



## BLOCKING and TACKLING – Go See

- ☐ **Daily Core Credit Report** – must work consistently and have a solid follow-up plan of cores not received. Core\$ are definitely "*precious metal*".
- ☐ **Daily Parts Credit Report** - must maintain a consistent and solid follow-up plan of holding all accountable. (IPS, OPS, & customers).
- ☐ **Tagging ALL CORES** – Basic 101 stuff **CRITICAL**. - **Go See** - must maintain a consistent and solid follow-up plan of holding all accountable. (IPS, OPS, & customers).
- ☐ **Tagging** (communicating) on **parts** when there is a problem – cannot leave items lying around **without** some kind of communique.
- ☐ **Parts Warranties** – **MUST** get needed info on **ALL** warranty parts **BEFORE** we give or replace with customer. Must maintain a consistent and solid follow-up plan of holding all accountable. (IPS, OPS, & customers).
- ☐ **General Housekeeping REMEMBER - Elite Support Standards**.  
Maintain clear cut assignments on daily routine (sweeping down warehouse, emptying trash cans, stacking pallets, cleaning off CPU and/or hold racks).
- ☐ **CPU Shelf** (Customer Pick Up) – Must maintain a consistent and solid follow-up plan of holding all accountable. (IPS, OPS, & customers).
- ☐ **IPS Hold Rack** – Must maintain a consistent and solid follow-up plan of holding all accountable. (IPS & customers).
- ☐ **CORE's Received** – **marked on invoices**. YES\_\_\_ No\_\_\_ Consistent monitoring and make sure **ALL** are checking them off. Must maintain a consistent and solid follow-up plan of holding all accountable. (IPS, OPS, & customers).
- ☐ **Delivery Drivers** – Need to have maintain secondary responsibilities that keep them busy when they are not out for delivery (including CCI drivers). See general housekeeping.
- ☐ **Parts Returns/Freight Claims/PAR's (Daimler) & Discrepancies (Volvo) and all other vendors.** Daily Tasks

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