

MEMO

ST 201 Work Orders Update

February 12th, 2016

Attention Store Management Team:

On February 5th, the ST 202 Work Orders Assessment was updated from a 2011.2 version to a 2016.0 version in order to accommodate the recent change in how long we need to store work orders in the Service Shop (from 5 years up to 7 years). We grandfathered the employees that completed the old version of the assessment into the new version.

The passing score for the ST 201 Work Orders Assessment is 100% as the risk associated with incorrectly managing work orders requires a full understanding of the process.

When the users who had taken the old course were grandfathered into the new course, an issue with the reporting process for the old course (2011.2) was discovered.

When a user took the old Work Orders course, Power2Learn could recognize that if a user got 100%, they had passed the course, and when they got 92% (or anything less than 100%), they had failed. However, when this information was sent to the Corporate Web Portal, the portal was interpreting any score over 80% as a passing score, which is incorrect.

Unfortunately, this has given an inaccurate saturation score for this course, that has only since been fixed by the upload of the new course (2016.0). Now that the reporting has switched to the new course, it means that every user who had not received 100% on the old course, was not grandfathered into the new course.

Action Required:

Use the Corporate Web Portal to pull a saturation report for all *Cash Advisors*, *Service Shop Advisors*, and *Management* for the Work Orders course for both the 2011.2 and 2016.0 versions. **Any users who show a score as less than 100% on the old course and no longer show as completed on the new course will need to complete the ST 201 Work Orders Assessment 2016.0 and achieve 100%.**

All users affected are required to complete this by March 4th, in order to get ahead of the audit.

If you have any questions or concerns do not hesitate to contact me directly.