VSA Quality Metrics

Purpose

In order to ensure the safety of DA's and Community Members we must insist on the highest standards to ensure that our vehicles are in roadworthy condition. We have created VSA quality metrics that allow us to continuously raise the bar on our VSA process.

Scope

NA AMZL Operations Leaders.

Why Is This Important?

This document will serve as an overview of VSA quality metrics. These metrics can be used to identify opportunities within the VSA process and drive improvements to ensure we have the safest fleet while on the road delivering to our customers.

Key Definitions

To find any acronym descriptions, please also refer to [Acronym Central](#) and [AMZL Acronym](#).

N/A

Measurement Methodologies

Metric	Standard	Definition	Formula	Historical Performance Link	Hourly Performance Link
VSA False Passes	0 Instances	The number of instances where a station auditor passed a vehicle during a VSA and within 5 days of the initial audit, a Regional Fleet team member flagged a defect.	Initial inspection passed, Regional inspection fails within 5 days	[Fleet Flash](#)	Not Applicable
Untrained Auditors	0 Audits Conducted	The number of audits completed by an auditor who have not completed KNET training.	The number of audits completed by an untrained auditor.	[Regional Fleet Report Out](#)	Not Applicable
VSAs on Route	0 Instances	The number of audits completed while a vehicle is on route.	Measured by monitoring route start time vs. Auditor completion time.	[Fleet Flash](#)	Not Applicable
Median Audit Time	>90 Seconds	The median time it takes for an auditor to conduct a VSA (seconds).	The Median Audit time of all VSAs conducted.	[Fleet Flash](#)	Not Applicable
VSA Grounding Rate	>3.00%	The percentage of vehicles grounded during a week of VSA audits.	Number of vehicles grounded/total vehicles audited	[Fleet Flash](#), Perfect Mile	Not Applicable
VSA Grounding Rate vs. RFM grounding Rate	< -2.00% Delta	The difference between station VSA grounding rate and the RFM grounding rate.	Stations VSA grounding rate – RFM grounding rate	[Fleet Flash](#)	Not Applicable

Roles and Responsibilities

Role	Responsible, Accountable, Consulted, Informed	Responsibility
VSA Auditors	R	Responsible for performing the inspections
OTR Leaders	A	Accountable for the quality of VSAs conducted by Auditors.
Regional Fleet Managers	C, I	Leaders will be consulted for help and assist in coaching opportunities.

Safety, Tools, Equipment, Software Needed

- Rabbit Device
- Tire Tread Gauge
- Safety Vest
- Gloves (optional)

Process Description

Process Step(s)	Deep Dive
1: VSA False Passes False Passes are instances where station auditors passed a vehicle	- Stations can deep dive VSA false Passes utilizing [Fleet Flash.](#)

during a VSA and within 5 days of the initial audit, a Regional Fleet team member flagged one or more of the following defects: 1) tires 2) vehicle inspections 3) license plate stickers/tags 4) vehicle documents. The station auditors will be highlighted on the VSA Quality Conversations Flash (sent weekly to L7+ leadership). Failure to capture these defects initially is considered either a Category 1 or Category 2 Safety Violation* because it is representative of one or more of the following items which places people's safety at risk:

Category 1: DOT expired tags/vehicle documents/vehicle inspections

- Violation of safety policies, procedures, standards, regulations, or laws
- Creating a hazardous or dangerous situation
- Engaging in any conduct that places the health and safety of any person at risk

Category 2: Tires & Non-DOT expired tags/vehicle documents/ vehicle inspections

- Failing to report or remedy any unsafe conditions, procedures, or behaviors

The level of disciplinary action may vary from the above depending on what Category of Violation(s) Surfaces in the Seek To Understand (STU) conducted by local PxT and On the Road (OTR), irrespective of DOT or non-DOT.

Actions Required

1. PXT owns centrally inputting ADAPT feedback for flagged auditors. OTR stations leaders own delivering feedback.
   1. OTR Station Leaders in partnership with their station PXT partner should use the VSA Quality Feedback Template for VSA violations and document the full details of the STU conversation in ADAPT.
2. Site OTR to review and complete assigned Austin Action Items for flagged auditors.

- Clink the link above and navigate to the VSA tab.

- Filter to your site using filters at the top of the quicksight.

- Scroll to the bottom of the VSA tab to the VSA False Passes section.

- Gather Auditors who had an instance of a false pass and follow the "actions required" above.

2: VSA Auditor Training

All VSA auditors must complete the Vehicle Safety Audit (VSA) Process KNet prior to being granted permissions and conducting VSA's on a dolphin device.

Training Process Flow

1. Learning Trainers must enroll potential auditors into AMZL NA Vehicle Safety Audit (VSA) training umbrella content. Learning Trainer will then verify that a certificate has been earned and request "vehicleAuditor" permissions in Translogistics (do not approve if GroupAdmin).
2. L6 Operations Leaders will ensure Area Managers are staffing only trained associates into the VSA Auditor role. Once VSA training in Umbrella is completed and verified through Umbrella Transcripts, L6 can approve the "VehicleAuditor" permission.
3. Ensure the managed devices (e.g. TC55, TC56, TC57) used for Vehicle Audit have the Dolphin Application installed. Once training is completed, Area Managers must ensure the Vehicle Auditor and Warehouse Associate roles are added to their associate's profile. The vehicle Auditor role gives the associate access to see the Vehicle Audit Application within Dolphin and Warehouse Associate role gives access to Dolphin Application.
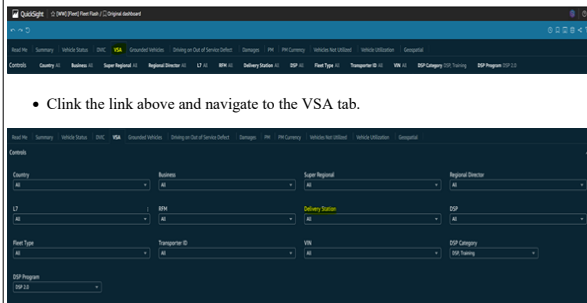
All L4 – L6 OTR Leaders are expected to complete 15 audits per each VSA bi-weekly cycle.

Untrained Auditors

If an Auditor who has only completed some or none of the VSA KNet modules they are considered untrained Auditors. Untrained Auditors should not be conducting audits. If an Auditor is flagged as being untrained their VSA permissions should be revoked until training is fully completed.

- Station L6 OTR leader and or Learning trainers can view who has completed the Vehicle Safety Audit training by checking the umbrella transcripts.
- Regional Fleet will report out to the network every Monday with any untrained auditors who conducted VSA's the week prior in an email titled "VSA Quality Conversations".
- Station leadership can review weekly VSA Quality conversations here.

3: OTR Manager VSA Compliance

Compliance will be displayed as a station percentage with the number of actual audits completed by L4-L6 as the numerator, and the expected number of audits, 15 per leader Biweekly being the denominator. Compliance Status for OTR Manager VSA Compliance is based on an individual station reaching 85% or higher OTR Manager VSA Compliance. The threshold of 85% is intended to account for manager attrition, LOA, vacations, etc.

OTR Manager VSA Compliance Check

- Navigate to the "VSA" tab on Fleet Flash.
- Scroll to the "Total vehicles Audited - Auditors" section.
- Filter to a specific manager by using the "Auditor ID" filter.
- Filter to the current weeks data..
- Count audits completed in current week.
- This should be pulled twice a week, Wednesdays and Fridays.
- STU and coach if a manager has not completed any VSAs in current week. Ensure they are tracking to completion during VSA cycle.
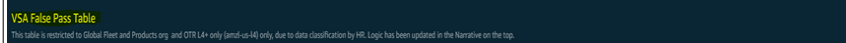
4: VSAs on Route

VSA's should always be conducted while the vehicle is present and the auditor is able to walk all sides in order to complete a thorough and quality VSA. If VSA's are being completed while

How Can I coach/Monitor my Auditors for VSA's on route?

- Regional Fleet will report out to the network every Monday with any untrained auditors who conducted VSA's the week prior in an email titled "VSA Quality Conversations".
- Station leadership can review weekly VSA Quality conversations here.
- Stations can also find this data in Fleet Flash.

vehicles are out on the road it is considered falsifying a safety inspection.

How do we track VSA's on route?

This is tracked by monitoring what time the route was started vs. when an auditor completed the VSA.
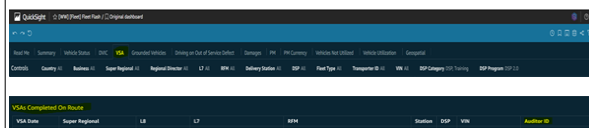
- Navigate to the VSA tab and scroll to the bottom of the page.

5: Median Audit Time

A VSA should be >90 seconds given the cycle time associated with performing a thorough validation of each checklist item in the VSA Process. OTR auditors are the last line of defense we have before the defects go on road, making it critical that we take the time to validate each checklist item in the VSA at a minimum of 90 seconds.
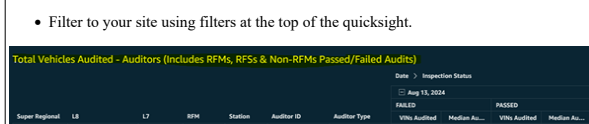
Actions

- Coach any VSA auditors who fall under the 90 second minimum
- Retrain any VSA auditors that have received a coaching but continue to miss the 90 second minimum.
- If auditor behavior continues, you may look to partner with Learning to revoke permissions and complete a full retrain.
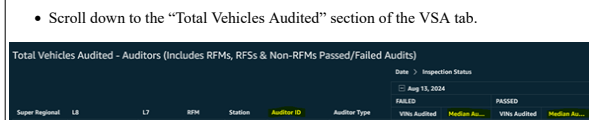
- Stations can deep dive VSA <90 seconds utilizing Fleet Flash.
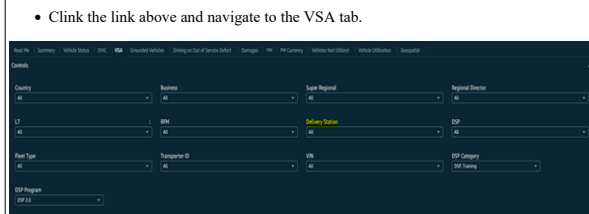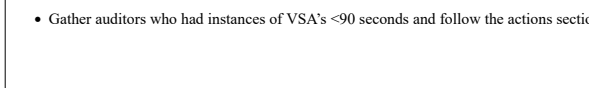

- Clink the link above and navigate to the VSA tab.

- Filter to your site using filters at the top of the quicksight.

- Scroll down to the "Total Vehicles Audited" section of the VSA tab.

- Gather auditors who had instances of VSA's <90 seconds and follow the actions section above.
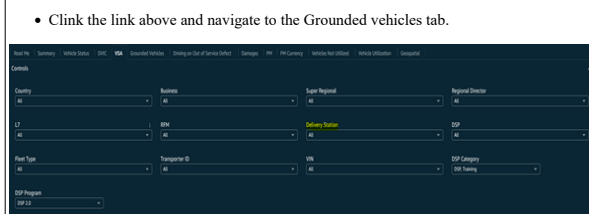
6: VSA Grounding Rate

The network goal for VSA grounding rate is 3.00%. Stations should be grounding vehicles when defects are present and only when present. OTR auditors should never ground vehicles that do not have defects present in order to meet this network goal. Utilize the below actions to ensure that the site is capturing defects and striving for network goal.

Actions

- Ensure all Auditors have taken the full VSA KNet curriculum and understand when and how to ground a vehicle.
- Ensure that all audits are conducted while the vehicle is onsite and in front of them, never conducted virtually or when vehicles are already on the road.
- Ensure auditors are taking the minimum 90 seconds do conduct VSA and are thoroughly validating each checklist item.
- Compare VSA grounding rate vs. RFM grounding rate (see below for additional details).
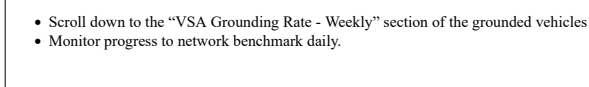- Compare VSA grounding rate vs. DVIC grounding rate (see below for additional details).
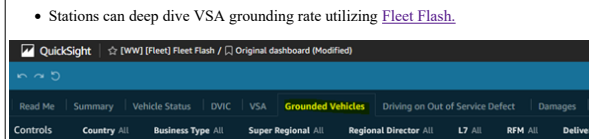
- Stations can deep dive VSA grounding rate utilizing Fleet Flash.

- Clink the link above and navigate to the Grounded vehicles tab.

- Filter to your site using filters at the top of the quicksight.

- Scroll down to the "VSA Grounding Rate - Weekly" section of the grounded vehicles tab.
- Monitor progress to network benchmark daily.

7: VSA Grounding Rate vs. RFM Grounding Rate

Comparing the RFM grounding rate vs. VSA grounding rate will shed light on the quality of OTR VSA's. RFM's conduct calibration audits on the station often auditing vehicles that have previously been audited by OTR during the current VSA cycle. In a perfect scenario the RFM's audit would have the same result as OTR's, resulting in no false passes.

An RFM's grounding rate per site visit should not be greater than the sites VSA grounding rate. Comparing VSA grounding rate vs.

- Identify the stations VSA grounding rate using the deep dive info above.
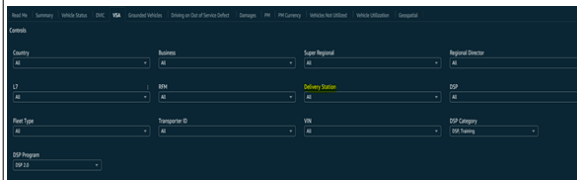- Stations can deep dive the RFM Grounding Rate utilizing Fleet Flash.
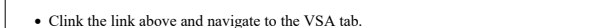
- Clink the link above and navigate to the VSA tab.

RFM grounding rate will identify the delta between the two. If the Delta is greater than -2.00%, there is an opportunity for sites to increase the quality of their VSA's and identifying defects.
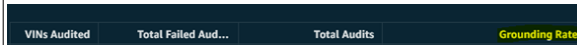
Actions

- Partner with RFM after each visit to discuss any groundings that may have occurred. What defects were present?
- If a false pass occurred during the RFM visit, follow the actions outlined in the False Passes section above.
- After the RFM visit, identify what their grounding rate was in comparison to VSA grounding rate at the station.
- If the delta is outside of the above threshold, hold a stand down with OTR team and highlight the specific defects found by RFM.

- Filter to your site using filters at the top of the quicksight.

- Scroll down to the "RFM/RFS Calibration Audit" section of the VSA tab.

VINs Audited	Total Failed Aud…	Total Audits	Grounding Rate

- Identify the RFM grounding rate from the most recent site visit.
- Compare the VSA grounding rate vs. RFM Grounding rate to identify the delta between them.

8: Individual Auditor Data

Individual Auditor data can be key in identifying quality misses amongst VSA auditors. This section will walk you through steps to take in order to get individual auditor data on grounding rates, Audit times and VSA's on route. This will help drive coaching conversations surrounding VSA quality.

Best practices

Individual auditor data should be pulled once a week by senior leadership. This will identify any gaps in VSA quality and allow for quick coaching's and conversations with auditors. Sharing Auditor data with the auditor is recommended to show where they are and where they should be in comparison to network Benchmarks.

Grounding Rate Data Pull

- Navigate to the "grounded vehicles" tab in Fleet Flash.
- Scroll to the "VSA Grounding Rate – Weekly" section.
- Filter to the specific Auditor you are looking for by using the "Auditor ID" filter.
- Pull for the last 5 weeks.
- Deep dive grounding rate over the 5-week period for the individual auditor.
- If an Auditor has a 0% grounding rate for consecutive weeks and was actively auditing – a STU and coaching should take place.

VSA Audit Time Data Pull

- Navigate to the "VSA" tab on Fleet Flash.
- Scroll to the "Total vehicles Audited - Auditors" section.
- Filter to a specific auditor by using the "Auditor ID" filter.
- Pull for the trailing 7 days.
- Export to CSV.
- Identify any instances where an auditor may have fallen below the 90 second minimum.
- STU and coaching should occur if it is identified that the auditor was <90 seconds on an audit.

VSA's on Route

- Follow steps outlined in section 3 of this doc.
- To check individual auditor data, filter to specific auditor using the Auditor ID filter.
- If auditor has any instances of VSA's on Route, they should be coached immediately.

9: Cosmetic Defects (Branded vehicles Only)

Cosmetic defects are tracked through the VSA process, by asking the auditor to identify specific defects on each side of the vehicle. These can be found in the "Body and Doors 2 (branded vehicles only" tab of the VSA. This can be a key indicator into whether or not Auditors are conducting thorough audits. Many vehicles within our fleet contain at least 1 cosmetic defect. If Auditor's are not marking any of these through the VSA then we can draw the conclusion that inadequate VSA's are being conducted.

- **Wear and Tear Guidelines (WTG):** Any vehicles with major wear and tear defects, identified through VSAs, should be grounded immediately. Minor wear and tear defects will continue to be monitored.
- Major Defects (High Sev)

- Six or more of the following; any holes, punctures, or tears in the body, missing trims, missing panels, or dents (three inches) (per side)

- Minor Defects (Low Sev)

- Any scratches exceeding 12 inches (per side)
- Any dents exceeding three inches (per side)
- Missing trim or panel (per side)
- Any holes, Punctures, or tears in body (per side)

Actions

- Deep dive individual Auditor data at least once a week to ensure they are marking all defects (SEV1 and SEV2). See section 8 for how to deep dive individual auditor data.
- If it is identified that an auditor has not marked any defects (SEV1 or SEV2), have a STU with auditor and reset standards to ensure anything found during audits is marked as such in VSA.

Identified Cosmetic Defects Deep Dive:

- Navigate to the "grounded vehicles" tab in Fleet Flash.
- Scroll to the "Current Grounded Vehicles" section.
- Scroll through Grounded Vehicles to identify if Cosmetic defects are being marked during VSAs.
- If none are identified coach Auditors to ensure we are marking these during VSAs.

10: Roadworthy Guideline Defect Guide When conducting VSA's there will also be defects that the auditor has not seen before or is unsure if it qualifies as a defect. In efforts to minimize churn and ensuring all sites are holding the same high bar. We have created a Roadworthy Guideline Defect Guide for each vehicle type. This guide will identify the most common defects seen and allow for auditors to have a visual representation of what good and bad looks like. This should be distributed to all auditors and referenced as needed.	RWG Defect Guide for Cargo Vans and Custom Delivery Vehicles.