

What you will learn

- Breakouts – “Training”
 - SuperPro Process
 - Learning tools – Now
 - Learning tools – Future
 - Learning Methods
 - Answer your questions



Updated 4/2017

B-5 SuperPro Execution

Responsibility

All Valvoline locations

Procedures

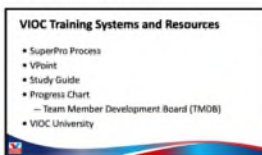
Speed of Service: All VIOC corporate locations are required to install and maintain bay timer equipment and software in order to maintain acceptable service times by executing current SuperPro process.

SuperPro Execution: All VIOC locations are required to execute SuperPro, the VIOC operating system. To do this accurately, a minimum staff of three employees should be maintained at all times. Details regarding the SuperPro process can be found on [VPoint>SuperPro tab](#)

Updated 4/2017

REVEAL / SAY / Our commitment to safety is another topic that we will cover at length later today. Through our process, SuperPro we have set safety standards that help prevent injuries and keep our teams safe while allowing us to work quickly and effectively. We supply every employee with personal protection equipment, otherwise known as PPE, including a bump cap, safety glasses, burn gloves, burn sleeves and mechanic’s gloves.

28. Training Systems/0



SAY / VIOC’s training systems and resources are made up of several components that you will all use each and every day that you work with us.

- Our SuperPro process is the custom operational system that puts everything we do into a procedure. SuperPro helps us all work on our guest’s vehicles efficiently and safely.
- VPoint is our online access to SuperPro materials. You will use VPoint to access a great deal of your learning and lots of additional, helpful information.

29. Process Video/0



SAY / We will discuss each of our training resources in more detail. First, let’s find out what SuperPro is all about. We are about to watch a team of three - a CSR, a top-side technician and a bottom-side technician, all working together to perform a safe and timely oil change.

DO / *Play the video. Once complete, ask the group for their feedback on what they just saw.*

30. Call Out Intro/0



SAY / Before we move forward and discuss more of our learning resources, I wanted to a moment to point out something from the video that you will use each and every day that you work in a Valvoline Instant Oil Change service center. I'm talking about all the shouting you just heard throughout that video, we call our **SuperPro** communication during an oil change Call Outs. Call outs are clear, loud and proud. They communicate where we are in the process and are a key part of keeping each other safe. You will learn these by heart as you work in the stores and as you complete your SuperPro training. We won't put you on the spot or go through them today, but I wanted to make sure you knew what they were called before your first day in the Service Center.

31. VPoint/0



SAY / Moving forward with our learning resources, one of our most important tools is VPoint. VPoint is information central for VIOC. On VPoint you will find all the materials you need to complete your training, all located on the **SuperPro** tab.

DO / *If you have an internet connection, do a brief demonstration.*