

## 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

A screenshot of the VPOINT SuperPro training selection page. The page has a dark blue header with the VPOINT logo and "SuperPro" text. Below the header is a navigation menu with items like "VPoint", "VIOC", "Franchise Stores", "Franchise Leadership", "Marketing", "Fleet", "Customer Experience", "SuperPro", "Talent Management", "Safety &amp; Compliance", "Talent Management (7)", "Technology", and "Support Center". The "SuperPro" item is circled in red. Below the navigation is a "Select Your Training Path" section with a sub-header "Click the icon that represents the role you are in training for and follow the Progress Chart to completion." There are two main columns: "I was hired as a Technician" and "I was hired as a Customer Service Advisor". Under "I was hired as a Technician" are icons for "Technician Training" and "Sr. Tech Training". Under "I was hired as a Customer Service Advisor" are icons for "CSA Training" and "Sr. Tech Training". Below these columns is a link for "I was hired as a Customer Relations Specialist". On the right side, there is a "Training Links" section with a list of links including "A/C Service Checklist", "Auto Integ into Training Documents", "C.A.D. Preparation Checklist", "Caster Filter Procedures", "Certification Interview Guides", "Coaching Log - Franchise", "Conservation Plan", "CSG Training Setup Request", "Employee Weekly Training Plan", "Goal Planning Worksheet", "https://www.garage.com/", "Processing Fleet Credit Cards", and "Role Certificates". A large circular logo with "SP 10" and "SuperPro" is also visible on the right side.

## Canister Filter Procedure



After the old filter is removed from the vehicle, it must be placed top-side. Only a certified employee positioned Top-side may remove and install the o-ring and filter into the filter cup.

### Step

1. Remove the old filter element noting which side of the filter is up.



Some filters can be installed with either end facing up; others must be installed with one specific end facing up.

Refer to specific installation instructions for the filter you are installing. Instructions are found under [Training Links](#) on the [SuperPro](#) tab of VPoint.

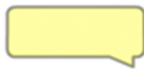
Always replace the o-ring unless instructed to do otherwise in the filter packaging.

2. Remove the old o-ring with flat head screw driver being careful not to scratch the filter cup.

## in Action

As you work your way through the course, various symbols will appear that contain points of emphasis.

Click the symbols below for more information.



Call-Outs



Spotlight Behavior



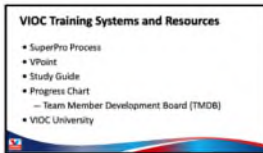
Caution Sign



Checklists

**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.

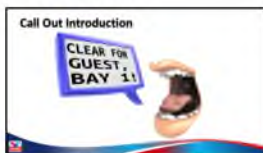
#### 29. Process Video/0



**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.