

THE CSS CD

Have you ever needed just one more copy of your CSS reports? Have you ever accidentally deleted the email containing electronic reports? Have you ever wished that you would just send you everything on a CD? Well, we do!! You may have noticed the CSS CD that comes with your quarterly reports. Below is a guide to what you can find on the CSS CD:



All reports are in Adobe Reader (pdf) format unless otherwise noted. To download Adobe Reader (a free software application), visit www.adobe.com.

ADI Reports Folder:

(ADI is distinguished by ADI number. You receive reports for ADIs in which you have stores.)

- **CVC (Coded Verbatim Comments)**

Report by ADI(s) - Utilizes data tables, pie charts, and line charts to demonstrate how verbatim comments, coded according to the Hierarchy of Service Needs, are distributed along the Hierarchy. Provides a trend comparison to the "all store average."

- **FR (Frequency/Ranking) Report by ADI(s)** - Displays in a table and bar chart the number of units scoring within each of 5 ranges representing 20% of scores from all units. Also provides rank within two appropriate organizational groupings. Includes CSS and Operational data.
- **EKG Report (for the final month of the quarter) by ADI(s)** - Presents CSS and Operational data on a monthly basis for the past 15 months. The monthly data represents results from services completed in that month, and therefore may not agree with Monthly CSS Reports.

CSS Report Name Legend

Quarter: yyq - for example, 1st quarter 2006 = 061

Month: yyyyymm - for example, January 2006 = 200601

Insights & Research Folder:

- **CSS Specifications** - Outlines the CSS Programs and process.
- **JL Report Archive** - An interactive archive of research you have performed for JLI over the years, including all "Spotlights." In the table of contents of the archive, the reports are organized by date and subject. Clicking on a title in the table of contents will take you to a one-page summary of the report, and clicking on the title in the summary page will open the report in a separate window.
- **Jiffy Lube QRGs (Quick Reference Guides)** - Also located in the front section of your quarterly CSS reports, the Quick Reference Guides explain how to read each of the reports in the quarterly CSS report booklet.
- **JL_Hierarchy** - The Jiffy Lube Hierarchy of Service Needs organizes customer needs from the most basic to the most complex. It helps you identify and prioritize improvement opportunities, work on the simplest things first, and solve problems that may address issues customers have in attributes higher on the Hierarchy.
- **JL_CSS_Survey** - A list of CSS survey questions that is also included in the front section of the quarterly CSS reports.
- **Pocket Manager Piece** - An explanation of the CSS Pocket Manager, its contents, and pricing.
- **RISE Worksheet (Generic)** - A blank R.I.S.E.™ Improvement Process Worksheet that can be used by anyone, anytime, and for anything.
- Other fun stuff we think you would like!

L2, L3, & L4 Reports Folder:

(Level 2, Level 3, and Level 4 Reports are generated only for franchisees with multiple layers of organization built into their CSS Reporting.)

CSS Report Name Legend

Quarter: yyq - for example, 1st quarter 2006 = 061

Month: yyyyymm - for example, January 2006 = 200601

The list of contents of the L2, L3, & L4 Reports Folder are identical to the Quarterly Reports Folder.

Quarterly Reports Folder:

- **Super Stars** - List of stores averaging 95% or higher in Overall Superior Service
- **Store Summary** - Summarizes current quarter and previous quarter results of CSS scores and Operational data. Rolls up quarterly scores to year-to-date scores. Identifies statistically significant scores. Provides summary scores of appropriate organizational levels.
- **ZTrend (Franchise Trend Analysis Report)** - Presents CSS and Operational data over the past four quarters numerically and graphically to identify trends. Rolls up quarterly scores to year-to-date scores. Identifies statistically significant scores and changes from the previous quarter. Provides summary scores of appropriate organizational levels. Includes the R.I.S.E.™ Improvement Process Worksheet.
- **STrend (Store Trend Analysis Report)** - See Trend Analysis explanation above.
- **PVerbs (Positive Verbatim Store Summary)** - (Optional for Monthly Programs and higher) Responses to the question, "What stands out as making this service so exceptional?" from highly satisfied customers throughout the quarter.
- **NVerbs (Negative Verbatim Store Summary)** - Responses to the question, "What ONE thing, in particular, could have been done to improve your overall satisfaction?" from customers describing their Overall Satisfaction as "Average," "Poor," or "Unacceptable."
- **EKG Report** - (Not included in Quarterly Program) - See EKG Report explanation on the previous page.
- **CVC Report (Coded Verbatim Comments Report)** - See the CVC Report explanation on the previous page.
- **Store Ranking** (text document) - This report is best opened using a spreadsheet application such as Microsoft Excel (tab delimited). Outlines how each store ranks within the franchise on all CSS and Operational data reported in the CSS program.
- **FR (Frequency/Ranking) Report** - See description for FR Report on the previous page.

Store ScoreCards Folder:

(Reports in this folder are distinguished by store number)

- **ScoreCard** - A combination of the Trend Analysis and Frequency/Ranking Report along with a Store Evaluation that graphically presents Evaluation, Administration, and Image scores throughout the quarter.
- **Worksheet (Customer Service Management Worksheet)** - A R.I.S.E.™ Improvement Process Worksheet for each store. Includes corresponding CSS and Operational scores in their appropriate place. Designed to be used in stores for steps 3 and 4 (Strategize and Evaluate).

