HOW TO USE TPRS TO IMPROVE SCORES

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Part of “GENERAL MANAGER WEEKLY TASKS” Procedure

This procedure is about using past Toppers Performance Reviews to make changes in the store that will result in increasing your TPR scores. TPRs will be completed on every store every six weeks. Audits will happen anywhere from 3-11 weeks apart, but will average every six weeks.

* **Step 1**: Review the last 2-3 TPRs in the store.
* **Step 2**: Highlight any line items that are repeat lost points, and other non-repeat items that need to be addressed.
* **Step 3**: Make a list of these items
* **Step 4**: Make a plan to address each individual item
  + Include who is responsible to address each item by a specific deadline (ideally within 3 weeks from the TPR audit date)
* **Step 5**: Communicate goals and expectations for the next audit with the team.
* **Step 6**: Track the progress of each item and follow up with the people responsible for addressing them.