



**GleasonESP® Best Practices**  
**Customer Support 800-336-7558**

The following is a list of various practices currently being implemented by existing GleasonESP users. This list has been compiled to help assist all of our users in their effort to better execute the GleasonESP System.

- Ø When walking, the walker should carry a small bag to place incidental items found on the floor such as paper. *(These items should not be logged as a hazard)*
- Ø Include as many store associates as possible in the inspection process.
- Ø Have managers should conduct a walk at the beginning of their shifts.
- Ø Employees who are on Light Duty Work are excellent candidates to conduct inspection walks.
- Ø Assign specific walk time to specific departments. (I.e. 9:00 am –Deli). Everyone in each department that will conduct a walk must be on the I.D. Board.
- Ø Maintain a walk schedule and clock at the customer service desk to help keep track of walks.
- Ø Customer Service may use the PA system to inform the scheduled associate that it's his/her time to conduct inspection walk.
- Ø If the Assigned associate fails to show up for their walk customer service should inform the manager. The manager can then ensure the walks get completed.
- Ø Maintain a sign-off sheet by ESP equipment and have it initialed each time a walker begins a walk. This will prevent two walks from accidentally taking place immediately back to back
- Ø The sign-off sheet will also give the manager a quick glance of how the day's walks have been going
- Ø Locate the ESP equipment at a central location.
- Ø Return the probe & exception card to the same central location following each inspection walk.
- Ø Conduct the downloading of the data collector and upload to the [www.gleasonesp](http://www.gleasonesp.com) website on the same day each week.
- Ø Managers should take time to review the management reports created by the GleasonESP database weekly.