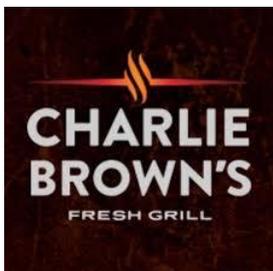




Standardizing Line Checks

With A Simple App



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Tablets, iPads, and PCs That Run OpsAnalitica Can Compel Line Check Compliance, and Feed “Dashboard” Views of Operations, Fueling Improved Food Quality and Better Dining Experiences

Charlie Brown’s Fresh Grill is a multi-location restaurant chain that seems to manage the impossible: A great reputation and successful operations across 17 locations in two states, all accomplished with a lean management staff.

“As the ‘Fresh Grill’ in our name implies, the cuisine at all our locations is fresh food, with an American style. Our entrées average around \$18 in cost, and we have thrived in our markets because of the quality of our products,” said Nick Papagiannakis, Charlie Brown’s area manager, who looks over all the locations.



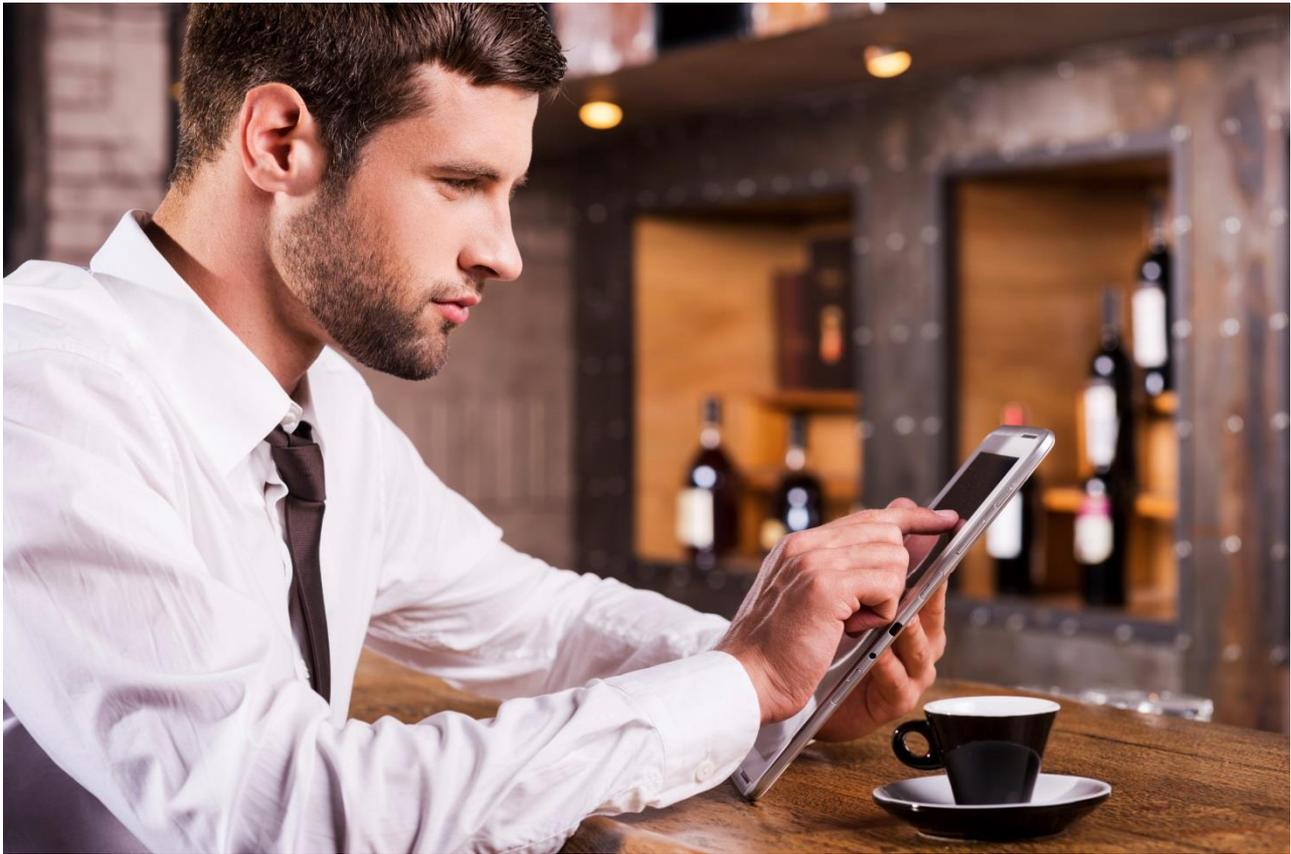
With 22 years in the business, and 16 years at Charlie Brown’s Fresh Grill, Papagiannakis has seen his share of changes, and he’s recently been *wowed* by the benefits of a new app technology that’s focused on optimizing Charlie Brown’s restaurant operations.

“At our largest location, we have 80 employees, and a few others have as many as 50 employees, but

most of our restaurants have around 30 employees,” Papagiannakis said. “So, with something like 500 employees, training and managing that workforce can really be a challenge if you don’t have the proper procedures in place,” said Papagiannakis. “Employee compliance on our twice-daily line checks was a larger challenge for us, and until recently we did it all on paper and clipboards, with varying levels of consistency and quality. Now it’s a cinch.”

Line Checks, a Cinch? Yes!

Line checks, a cinch? Yes, that’s because Charlie Brown’s Fresh Grill recently started using a remarkably cool cloud app from OpsAnalitica that standardizes line checks (customized for



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the company) through the use of tablets, iPads, and PCs. Now, with line checks in the cloud, they are regimented; workers can be monitored from afar. Moreover, the data that results from the line check can be viewed for procedural compliance, reporting, and even to help demonstrate to Board of Health inspectors that Charlie Brown’s operations and conditions are exemplary.

This hot new line check app is from OpsAnalitica, a company that made its mark writing procedural compliance workflows for multi-national companies. The team at OpsAnalitica is now focused exclusively on restaurant management apps and OpsAnalitica’s “big data” approach to collecting and managing data has really caught the attention of managers seeking innovative technology that can manage multi-location operations like Charlie Brown’s.

No Instruction Manual Required

Unlike many other apps, OpsAnalitica’s line check app doesn’t need an instruction manual. The OpsAnalitica screens walk the worker through the regimen of checklist items required to ensure consistent operations at each location. Workers check off items with their fingers on a screen or type on a keyboard to add comments. “With OpsAnalitica, I can bring a level of workforce compliance to

our standardized procedures for line-checks that was not available before we implemented the OpsAnalitica solution, and since we started running OpsAnalitica, we have had no food temperature violations, across our entire operations,” Papagiannakis said. “Before OpsAnalitica, we were using paper and clip boards. While the data entered on the clipboard was highly accurate, it was ‘static.’ We couldn’t view the data to determine trends, spot errors, or correlate certain reports with performance – good or bad – at any one location, or across multiple locations. Now, with OpsAnalitica, I can see a consolidated dashboard report of all the line checks, or zoom-in on one location – everything is time/date stamped – to detect problems or reward exemplary compliance. As for training the staff to use them, it’s really simple. They all know how to use tablets and iPad. Training is not an issue; there is no learning curve.”

What to Check For

What does Charlie Brown’s Fresh Grill check for? “With OpsAnalitica, we run two daily line checks, and a monthly QSR. These checks are front-of-the-house checks and back-of-the-house checks before lunch and dinner,” Papagiannakis explained. “And these line checks run through everything from servers’ habits and appearance to cleanliness, sanitation, and kitchen practices. Everything that we want to watch to ensure consistency is run through these line checks. Plus, we also have custom reports – which are easy to create in OpsAnalitica, and we run them quarterly.”



No More Clipboards

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“One of the great things about OpsAnalitica is that we use the data from these line checks for a number of purposes,” Papagiannakis explained. “For starters, we keep our temperature logs – now maintained in consistent digital formats – available for the Board of Health inspectors, and we have records across all our locations for the data that the inspectors want to see, all in one digital location. The inspectors *love* OpsAnalitica. Since the line checks are time/date stamped, it’s an official record, and much more reliable





and retrievable than paper-based records. I can run a full report, by location, by location clusters, or across our entire enterprise within minutes. It's easy."

Making Changes to the Line Checks

"When we first engaged with OpsAnalitica, we used their basic template for line checks, which was very complete. But of course, there are customizations we wanted to make; however, making changes to the OpsAnalitica line checks is simple," Papagiannakis said. "All we have to do is send a spreadsheet to the OpsAnalitica team via email. From that, they create a new workflow within hours. (Because Charlie Brown's has an elevated support contract, OpsAnalitica implements the new workflow; other OpsAnalitica customers implement new workflows on their own.) Then, since OpsAnalitica is cloud-based, those changes are made automatically to all the tablets, iPads and PCs across our entire organization. There are no version control issues, in other words. Everyone is always running the latest version of Charlie Brown's application, no exceptions. That alone is just fabulous for standardizing our operations."

"Another great aspect to the OpsAnalitica app is that the managers can see what's been missed, and we can tie the absence of a line check to a time and place, and identify who didn't comply with the procedure. That person is then counseled on compliance and reminded with an email that their job requires a line check on the tablet or iPad," Papagiannakis explained. "Plus, the OpsAnalitica app shows the duration over which the line check was completed, so we can see how long it took to complete. It's not a big issue if it takes a long time to complete – the manager may have put down the tablet to solve a problem – but if the line check is too fast, then we question whether the worker really did it, or was just checking all the buttons without really looking at the temperatures or quality controls, as we require. It's a great feature."

Food Quality Improvement

“We have definitely seen a food quality improvement with the OpsAnalitica app, no question,” said Papagiannakis. “Part of this is because workers can write comments when something isn’t right. This is done right within the OpsAnalitica app. If the soup is thin, or doesn’t taste right, or if a customer complains that something doesn’t taste good, the workers can comment, and we can address the matter. Before, we didn’t have a standardized way to collect those comments in the place. And now, we can start to correlate those comments back to location performance, and we can counsel the chef or the line cooks to address the issues. It’s really allowed us to systematic improvements in a way we’ve never been able to do them before. We’re never going back.”

About OpsAnalitica

OpsAnalitica is a mobile operations data capture, accountability management, and analytics platform focused on the food-service industry. OpsAnalitica helps our clients collect and manage their operations data, drive franchisee and manager accountability, maximize field team effectiveness, and ultimately use data to run more profitable operations. OpsAnalitica company is unique to the landscape of restaurant management solutions because OpsAnalitica was created by restaurateurs with decades of experience at every level of the restaurant business. Learn more: www.OpsAnalitica.com.

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