Performance Excellence Session

Order Accuracy

Purpose

This session helps **identify and improve restaurant order accuracy** challenges that impact employees and customers by maximizing existing tactics and solutions for running great shifts (e.g., Be Well Served, Execute as Designed, crew training, shift management, etc.).

Session Overview & Preparation

- To identify barriers, verify standards, share best practices and provide insights, to improve order accuracy and elevate the customer experience
- To determine an objective and actions to support accuracy improvement

Preparing for your session

Familiarize yourself with the Performance Excellence Session process and additional accuracy tools & resources.

Performance Excellence Session Process							
2 weeks prior	**1 week prior**		**Day of Session**				
Hold prep call/meeting	Review pre-work	Tailor session to org/restaurant	Align on plan for the day; set expectations	Group pre-work review	Observe focus areas	Debrief	Insights to Action Planning

2 Weeks Prior to Performance Excellence Session

Conduct a preparation call/meeting:

✓ **Explain the Performance Excellence Session purpose:**

- Diagnose and coach areas of opportunity.
- Foster meaningful conversations that contribute to actionable plans for improving accuracy.

✓ **Review data around KPIs using the Portal, Global Performance Matrix, VOICE, and 3PO portals** and discuss the strengths and opportunities the data is indicating to ensure focus in the right area.

✓ **Discuss timing and schedule the Performance Excellence Session**. The session may take approximately 3 hours, completed over an Owner/Operator identified time with the greatest growth opportunity.

✓ **Schedule a PACE Follow Up 4-6 weeks after the Performance Excellence Session.** This 30 to 60-minute coaching discussion recognizes progress, coaches, to continuous improvement, and provides additional support to the restaurant to achieve their goals. **(Coordinate follow-up date with FBP before the call)**

✓ **Discuss the Accuracy Foundations pre-work.** Pre-work may take about 2 hours to complete.

✓ **Discuss the restaurant's routines** and expectations during the session (e.g., wellness checks; procedures/standards for visiting the kitchen and back areas of the restaurant).

Send the Production Foundations pre-work and request they complete it one week prior to being prepared for the session (complete pages 15-18 of this document).

1 Week Prior to Performance Excellence Session

✓ **Review completed Accuracy Foundations pre-work.** Analyze the data and compare it with KPI targets and the restaurant's trending performance in the PACE Portal, Global Performance Matrix, VOICE, 3PO portals, and any tracking the owner/operator has on accuracy opportunities. Ensure observations of the KPIs are well thought through in preparation for the session.

✓ **Tailor the session to meet the needs of the organization/restaurant.** Prepare to be flexible to changes during the session.

Day of Session Overview

Owner/Operator:	Restaurant:	Date:

Completed by:	Day & Daypart:	Time:

Desired outcomes

Improve order accuracy for our customers by maximizing existing order accuracy tactics and solutions.

Session details

When and how long?
- Completed during a time identified by the owner/operator with the greatest opportunity
- Announced and scheduled session (approximately 3 hours).

The session is designed to be conducted and attended by:
- A McDonald's staff member with a leader from the owner/operator organization and the Restaurant Manager
- Restaurant Leadership with the Restaurant Manager present.

Rules of Thumb

- Recognize the power of greetings, smiles, and showing appreciation.
- Be on purpose and not on task in your approach to coach and support.
- Consider how your engagements/interaction builds and impacts trust (Trust Equation video link).
- Consulting: Utilize this session to provide distinctive insights to grow your influence.

Session flow and expectations

1 Alignment discussion: recommend in the dining room (page 4) *30 mins*

- Present and discuss insights gathered from the pre-work.

- Review existing restaurant goals, action plans, and expectations for the day.

2 Observations at Production, Order Assembly, Drive Thru Order Point and Present, and Delivery Handoff (consider splitting the participants into smaller groups and rotating within each area) *100 mins*

- **Production**: In the kitchen, observe grill procedures and processes. Also, observe McCafé beverage operational procedures.

- **Order assembly:** Identify the order assembly process for Drive Thru and Delivery and observe procedures.

- **Drive Thru**: observe the order-taking and present procedures. Also, observe sequencing of cars is correct at the cash booth.

- **Delivery order assembly, courier collection point:** Observe order finalization and presentation.

- **Curbside, Pick-up, Table Service:** Observe the final assembly and checking processes prior to fulfillment.

- Engage with crew and managers on the successes and opportunities of accuracy tactics, listening to their ideas and feedback to improve accuracy.

3 Observations debrief (page 11) *20 mins*

- Summarize observations, identify strengths, connect data to provide insights, and determine the root cause(s) of opportunities.

4 Insights-to-action planning (page 12) *30 mins*

- Transform insights into actionable plans to solve root causes and close performance gaps.

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1 Alignment discussion in dining room ⏱ *30 mins*

1 **Restaurant Lead (or Restaurant Manager) reviews their Accuracy Foundations pre-work**

- Review and discuss KPIs and observations.

2 **Review the existing action plan and discuss the following questions**

- What do you expect to get out of today?
- What is currently on your Action Plan that supports improvements to Order Accuracy?
- How have you prioritized these actions for the restaurant?
- How are you using the PACE Portal, GPM, VOICE, and 3PO data to monitor Order Accuracy?
- How are you performing on Drive Thru Accuracy? What trends and insights do you see from customer feedback about accuracy? Does your Action Plan reflect any opportunity?
- How are you performing on Curbside and In-restaurant with Accuracy? What trends and insights do you see from customer feedback about accuracy? Does your Action Plan reflect any opportunity?
- How are you performing on Delivery Accuracy? What trends and insights do you see about accuracy from customer feedback, 3PO data, and CSAT? Does your action plan reflect any opportunity?
- Based on the prework information gathered, what are your Restaurant's strengths? What are the top areas of opportunity?
- How do these numbers relate to your Business Plan?
- How is your overall customer experience? What areas do your customers want you to improve?

3 **Shift Manager reviews plan for the day**

- Is the team ready for the day?
- Shift staffed in line with projections and positioned to maximize potential?
- Are you missing any **products**?
- Is all **equipment** in good working order?

4 **Discuss and decide the area of focus for the session**

- Tailor observation activities based on your discussion.

5 **McDonald's Staff/Restaurant Leadership reviews observation process**

- **Objective:** Identify barriers that, when removed, will help improve order accuracy and elevate the customer experience.
- **Do:** Observe and record findings. Look for root causes of inaccuracy.
- **Don't:** Try to "fix" a situation or jump to solutions.

These observation activities are designed to help identify root causes and support action on any recurring barriers. Throughout the session, note observations in the following areas:

- **People** (positioning, pace/workload, crew interaction)
- **Product** (location, availability, flow, quality)
- **Equipment** (position/location, capacity, equipment needs, good working order)
- **Process** (complexity, bottlenecks, clear pathways, pull forward, operating as designed)
- **Physical Plant** (interior/exterior)
- **Communications** (targets, direction, and coaching, shift management, technology)

- Determining **accuracy**: Customers receive the correct order, food, condiments, and size of products. Product builds include all ingredients, and customized orders are prepared as the customer requests.
- Condiments include sauces/dips, additional beverage condiments, straws, napkins, and cutlery reflecting the order size and product types purchased.

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2 Observations and fact gathering ⏱ *Total 100 mins*

In this section, observe the service process for all omni-channels, including assembly for all orders, drive thru order taking and present processes, and Delivery order handoff. Refer to the restaurant volume conditions and your prework (pages 16-18).

Observe Shift Leadership. The following key points will guide observation and conversation throughout completing all observations in this session Make a note of the top opportunities in the box below.
- ✓ Is the team customer-led and focused on creating conditions for the crew to provide consistent, accurate orders?
- ✓ Is the shift staffed in line with projections?
- ✓ Are people positioning guides being followed?
- ✓ Is the shift manager reacting to danger zones?
- ✓ Is there clear responsibility assigned for checking orders?
- ✓ Crew and managers are aware of the most common order inaccuracies and restaurant improvement actions.

Shift Leadership top opportunities

Engage with crew and managers on the successes and opportunities of accuracy tactics, listening to their ideas and feedback to improve accuracy. The following key points will guide all observations and conversations in this section. Make a note of the top opportunities in the box below.

Crew & Manager Conversations
- ✓ What are the barriers to improving order accuracy?
- ✓ Are crew aware of the restaurant's accuracy priorities?
- ✓ Why is it important to provide accurate orders to customers?
- ✓ What accuracy challenges do you experience at:
  - Production areas
  - Order assembly
  - Drive thru order-taking & present window
  - Hand-off to delivery couriers
  - Table service, curbside & counter pick-up, ROA in-restaurant fulfillment
- ✓ How can the restaurant improve order accuracy?

Crew & Manager opportunities

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2 Observations and fact gathering

Observe the production procedures and processes in the kitchen and service areas. Through observation, activities identify root causes and support action on recurring barriers with order accuracy in the following areas: People, Product, Process, Equipment, and Communications.

__Kitchen Area:__ Identify production barriers and observe crew behaviors and shift leadership.

People
- ✓ Crew positioned correctly per guidance with VLH
- ✓ Is there a Production Leader identified (if they're not a Production Manager) and is in the best position to provide coaching?

Product
- ✓ Grill stickers attached as per training material
- ✓ Is the finisher double-checking grill orders for accuracy?

Process
- ✓ Orders are served from the screen once the product has been pulled from the initiator or placed in the HLZ/HLS/OAT if assembly by one person
- ✓ Crew assembling products/sandwiches '2 at a time'

Equipment
- ✓ All grill printers are in working order and are in the correct location

Communications
- ✓ Shift and Production Manager/Leader set and communicate targets, objectives, and results for the production area

__Service Area:__ Observe production barriers and customer experiences.

McCafé People
- ✓ Crew positioned correctly per guidance with VLH

McCafé Product
- ✓ Is the beverage specialist preparing orders correctly, and cups are full?
- ✓ Beverages are properly identified (sticker/marked/) and grouped by order

McCafé Process
- ✓ Is the beverage specialist placing finished product on BLZ to enable pick and go by the runner?

McCafé Equipment
- ✓ Are printers in working order and are in the correct location?
- ✓ Equipment layout set up by product mix (Be Well Served)

McCafé Communications
- ✓ Crew understand the danger zone (3 or more w/beverage specialist and 1 w/o beverage specialist) appropriately

Production top opportunities

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2 Observations and fact gathering

Observe order assembly process for in-store and process for double checking orders prior to present. Consider if the 3 Principles of Order Assembly are activated: SPACE, COMMUNICATION, and PEOPLE. Review the key points below and record the top opportunities in the box below. *Reference your Order Assembly Health Check pre-work.*

Order assembly SETUP
- ✓ Crew assigned to assemble orders are positioned correctly per guidance with VLH
- ✓ All areas stocked 24/2 to avoid missing condiments – napkins and straws
- ✓ Dedicated delivery roles used when over 10 deliveries per hour
- ✓ Delivery assembly area available to support the volume of the restaurant (see Delivery Operation Solutions Matrix)

Order assembly SPACE
- ✓ Order Assembly starts at the HLZ/HLS/OAT – orders are assembled away from the HLZ/HLS/OAT using the Pick'n Go principle
- ✓ HLZ/HLS/OAT assembly surfaces kept clear to support the assembly team

Order assembly COMMUNICATION
- ✓ HLZ/HLS/OAT Expo screen set to show eight orders
- ✓ Pick tickets print and easy to read (printer in good order)
- ✓ 2nd FC Expo screen is in use if conditions dictate
- ✓ Order Ready Board (ORB) working and used correctly

Order assembly PEOPLE
- ✓ Crew can identify the correct omni-channel
- ✓ Starts assembling orders when all sandwiches have landed in the HLZ/HLS/OAT
- ✓ Bumps from the screen (or by number using the bump bar) after checking remaining items are ready
- ✓ Uses pick ticket to finish order until it is presented to the customer
- ✓ Adds condiments at the HLZ/HLS/OAT assembly area and serves
- ✓ Checks accuracy of order against presenter screen if double bump in use
- ✓ Match pick ticket order number to customer receipt to provide connection and farewell
- ✓ Presents the order to the customer before scanning or serving from mini-ORB
- ✓ For ROA, an unassisted delivery pick ticket is placed correctly on the bag, and the order is placed at the fulfillment center

Expeditor role
- ✓ Sort sandwiches, and if utilizing HLZ/HLS/OAT, move DT sandwiches to the DT side
- ✓ Crew can identify the correct omni-channel, places items on a tray or in a bag when the last sandwich has landed in the HLZ
- ✓ Communicates with the runners as orders are ready and with the shift manager when a danger zone occurs (more than three orders waiting)

Order assembly top opportunities

② Observations and fact gathering (Drive Thru)

Observe Drive Thru. Position yourself inside and outside the restaurant to observe Order Taking, Cash, Present, and Pull Forward, identifying areas of opportunity. When moving outside the restaurant, ensure you observe the Drive Thru from a safe location. Conduct observations at each point.

Order Taking ➡️ **Cash** ➡️ **Order Assembly** ➡️ **Check & Present** ➡️ **Pull Forward**

The following key points will guide observation and conversation. Record top opportunities for management, order assembly, and order taking in the box below. Record cash, present, and Pull Forward observations on the following page.

Drive-Thru management
- ✓ Is the DT team correctly staffed in line with projections and VLH guidance?
- ✓ Are people positioning guides followed (recommend DSPT)?
- ✓ Is a Drive Thru area leader always identified?
- ✓ Is the Drive Thru Area Leader reacting to danger zones?

Drive-Thru order assembly
- ✓ Does the DT runner have clear access to the HLZ/HLS/OAT?
- ✓ Is the DT area correctly set up and stocked for the projections?
- ✓ Is the DT runner monitor in use?
- ✓ Did the DT runner start assembling orders when all sandwiches landed in the HLZ?
- ✓ Is the DT runner distracted by other Omni channels?
- ✓ Are Pull Forward orders assembled and fulfilled by a designated person (not a member of the DT team)?
- ✓ Is the DT runner effectively using the complex order markings on the monitor to pull cars forward?

Drive Thru order taking
- ✓ Are the Order Taker and Cash functions split when the appropriate conditions apply to enable accurate order-taking?
- ✓ Are the order taker(s) unnecessarily distracted by secondary duties?
- ✓ Are headsets all in working order, and are spare batteries charged (minimum of 5 headsets for all DT configurations and recommended 7 headsets for side-by-side/tandem)?
- ✓ Is the speaker volume level correct?
- ✓ Is the digital menu board confirmation screen working correctly and easy to see by the customer?
- ✓ Is POP correct (no suggestive selling past the order points)?
- ✓ Do the crew ask the customer to check their order on the COD/ODMB before moving to payment?
- ✓ Are sauces being offered with McNuggets/burritos?
- ✓ Is the order taker interrupting the customer while placing their order?
- ✓ If applicable, are Handheld Order Taking Tablets (HHOT) in working order, charged & ready for use?
- ✓ Are orders being sequenced correctly? SBS – is the merge point visible and clearly identified?
- ✓ Are staff adequately trained to handle digital orders?

Drive Thru top opportunities: management, order assembly, and order taking

Observations and fact gathering (Drive Thru continued)

The following key points will guide observation and conversation—record the top opportunities in the box below.

Drive-Thru cash
- ✓ Is the cashier rushing or distracted if taking orders when a dual role is in use?
- ✓ Is the receipt printer in good working order, with extra rolls of paper available?
- ✓ Does the crew provide customers with a receipt?
- ✓ In an SBS DT, is the cashier using image recall to validate the correct car at the window?

Drive Thru check & present
- ✓ Is a Drive Thru coordinator in position when called for? Or is there clear responsibility for the final check of orders to ensure accuracy when there is no DT coordinator?
- ✓ Are orders being bumped at the right time (bumped at present when complete order has been presented)?
- ✓ Is the presenter bump bar in good condition and working correctly?
- ✓ Is the presenter in control of the bump bar?
- ✓ Is the runner communicating to the presenter when and why to pull customers forward and to inform the dedicated Pull Forward person?
- ✓ Is a system in place to identify pull-forward orders in which stall?
- ✓ Are stock levels of bags/condiments/toys etc., sufficient?
- ✓ Is the presenter area set up correctly using Be Well Served to minimize bends, steps, turns, and reaches?
- ✓ Is the runner using the DT cart with stainless steel divider bars to separate the orders correctly for accuracy?

Drive Thru Pull Forward
- ✓ Are all condiments available in the Pull Forward window (if applicable) and set up using Be Well Served?
- ✓ Is there a separate assembler/runner for pull-forward orders?
- ✓ Is the runner wearing condiment aprons or using condiment trays to allow them to satisfy customer requests for additional condiments?

Drive Thru top opportunities: cash, present & pull forward

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2 Observations and fact gathering (Delivery)

Observe Delivery assembly, including final assembly and checking processes prior to courier handoff. The following key points will guide observation and conversation—record the top opportunities in the box below.

Delivery order assembly

✓ Are the correct delivery team members in position per the guidance in the Delivery Operations Solutions Matrix?

Delivery Position	Coordinator	Assembler	Presenter	Beverage & Dessert	Delivery Assembler
Deliveries per hour	10-19	20-29	30-39	40-49	+49

✓ In restaurants with a dedicated Delivery station (>10 orders in an hour), ensure it is open and correctly set up for current projections (if available, the Delivery runner monitor is in use >30 orders in an hour)

✓ Do all staff react to the Delivery danger zone (3 orders) at the HLZ/HLS/OAT expo or Delivery station KVS?

✓ Is the delivery/curbside person staffed/positioned when called for? Recommend restaurants utilize VLH 2022 to get delivery/curbside recommendations on the schedule.

✓ Is the pick ticket used to assemble the order, check the order contents and coordinate where multiple bags are required?

✓ Are all standards for condiments (including ketchup for all orders with French fries), sauces, napkins, and straws included within the sealed bags?

✓ Is the pick ticket visibly attached to the bag and for orders with multiple bags, numbers written on every bag (e.g., 1 of 2, 2 of 2) for customer awareness?

✓ Are Delivery crew interacting well / assisting when not busy with delivery with other service channels; is there a positive, cohesive team spirit?

Delivery order handoff to courier

✓ Are Delivery orders checked for accuracy before handoff to the courier? Is there a process in place?

✓ Is the pick ticket used to validate the correct order number with the courier?

✓ Are there processes in place for checking the order numbers and the total number of bags per order?

✓ Do the crew visibly check the order number on the courier device to ensure accuracy/prevent theft?

✓ Are multiple bags always handed to the courier at the same time only when the entire order is ready?

✓ Do the crew ensure the courier has 'swiped' the order from their device/app to confirm collection?

✓ Is the Delivery collection counter well organized and neatly stocked to promote accuracy?

*Delivery Best Bets – reference McDelivery Resource Guidebook 6_McDelivery_Recovery_Guide.pdf

Delivery top opportunities

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② Observations and fact gathering (Curbside, pick-up, table service)

Observe Curbside, Pick-up & Table Service in the final assembly and checking processes prior to fulfillment. The following key points will guide observation and conversation—record the top opportunities in the box below.

Pick-up
- ✓ Are order numbers being displayed on the ORB for pick-up orders?
- ✓ When presenting orders, does the crew use the pick ticket to help identify the right customer?
- ✓ Are the crew connecting with MOP customers by name (if applicable)?
- ✓ Are orders placed correctly on the fulfillment center with pick ticket showing for ROA unassisted orders?

Table Service
- ✓ Is the table server wearing condiment aprons to allow them to satisfy customer requests for additional condiments?
- ✓ If available, is the locator system in use? Are table tents available at kiosks? Are table numbers available for Mobile Order & Table service and in good condition?
- ✓ Are table service check backs happening where applicable?
- ✓ Is a table number map available to locate the right customer?

Curbside
- ✓ Is the curbside runner wearing condiment aprons or using condiment trays to allow them to satisfy customer requests for additional condiments?
- ✓ Are curbside stalls correctly identified and numbered?
- ✓ Does the crew assemble the order using a pick ticket and deliver it to the correct Curbside stall?
- ✓ Is the delivery/curbside person staffed/positioned when called for? Recommend restaurants utilize VLH 2022 to get delivery/curbside recommendations on the schedule.

Curbside, pick-up & table service fulfilment top opportunities

③ Observations debrief – discuss and add "Top" opportunities in each area

Come together as a group and combine your observations. Assess and identify top learnings and opportunities and categorize them into the six areas below.

Omni Channels/Preparation — Areas	Digital		Drive Thru			Preparation	
	CURBSIDE, TABLE SERVICE & PICK-UP	Delivery	Order Taking	Cash	Present/Pull Forward	Order Assembly	Production
People Positioning, Pace/Workload, Crew Interaction							
Product Location, Availability, Flow, Quality							
Equipment Position/Location, Capacity, Equipment Needs, Good Working Order							
Process Complexity, Bottlenecks, Clear Pathways, Pull Forward, Operating as Designed							
Physical Plant Interior/Exterior							
Communication Targets, Direction, and Coaching, Shift Management, Technology							

③ Observations debrief

Input data from the day and prework below. Discuss the root causes of top opportunities from the previous page and list them below.

Consolidated	Overall Accuracy (OSAT Data)	% of Inaccurate Orders (OSAT Data)	Accuracy Complaints Per 100K GC (Global Performance Matrix)	% of Inaccurate Delivery Orders (3PO Portal)	% of Delivery Refunds (3PO Portal)
Priority	Channel	Daypart	Weekday / Weekend	Inaccuracy Reason	Product
1					
2					
3					

Order Assembly Identified Root Cause(s)	Drive Thru Identified Root Cause(s)	Delivery Identified Root Cause(s)

- How do pre-work accuracy trends compare to the observations from today?
- What impacted results today (e.g., scheduling, shift management, motivation)?
- Did you observe anything today that appears to be a new opportunity?
- Was the team motivated? Were accuracy targets communicated effectively and was there ongoing feedback during peak? Were results shared and celebrated?

Overall observations

④ Insights to Action Planning 🕐 *30 mins*

Looking at your top learnings and data, identify one area (Digital, Drive Thru, or Production) with top opportunities for improvement. *Refer to the Accuracy Solution Matrix in the prework.*

List two to three root causes for your identified area *(reference findings from observations debrief on pages 12 & 13).*

What will your new objective be? Remember to enter a SMART (Specific, Measurable, Attainable, Relevant, and Time-bound) objective *(e.g., reduce dinner inaccuracy by 15% per day by improving Delivery accuracy from 1 January – 31 January).*

List the actions (minimum of two) that will be implemented to achieve your objective and who are accountable for implementing actions *(e.g., Designating a Delivery and Drive Thru coordinator position for all peak periods).*

Does the existing Action Plan need to evolve? If yes, please note how below.

Restaurant leader: recommend entering your updated Action Plan into the PACE Portal. Resources to help you achieve your objective and improve Order Accuracy are available on Operations – Order Accuracy NABIT (atmcd.com)

McDonald's staff, Owner/Operator, conducting the session: please enter session results into the GDCT.

Post Session

- **Once action planning is complete**, recommend working on your key areas of opportunity, monitor trending performance in the delivery portals, Global Performance Matrix, and VOICE, and share progress.

- Recommend scheduling a follow-up session 4-6 weeks after the Performance Excellence Session.

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ORDER ACCURACY FOUNDATIONS PREWORK

Operations KPI's: OSAT, Customer Contact Center & 3PO data prework review

Recommended: The Accuracy Foundations prework reviews the restaurant set up for Order Assembly, Drive-Thru, and Delivery and your latest KPI data performance. Trend analysis will provide a broad set of observations about how the restaurant performs over a significant period of time. This will help you plan and steer the Performance Excellence Session.

Step 1: Document the existing restaurant and channel conditions and the restaurant configuration, and review and analyze the trailing three-month Accuracy Ops KPI data (pages 16-17).

Step 2: Complete the Drive Thru Order Accuracy Health Check PES and document your findings and actions. The Drive Thru Order Accuracy Health Check is designed for you to complete as a quick check of the setup and operation of your Order Assembly platform. Record observations on page 18.

The Key Principles of Order Assembly:

- **SPACE**
- **INFORMATION**
- **PEOPLE**
- **BALANCE**

Step 3: Review the Delivery Operation Solutions Matrix and the Delivery Accuracy Toolkit to help understand the impact order inaccuracy has on your business and provide ideas, initiatives, and best practice solutions. Record observations on page 18.
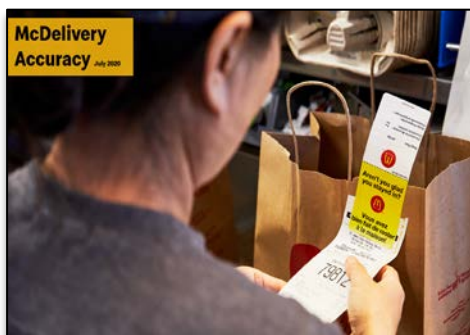
Please complete the charts in the prework; if you have consolidated 3PO data, recommend using this. If multiple 3PO's exist, collect data for the most utilized 3PO. These results and observations will be presented to the Performance Excellence Session group during the setup session.

ORDER ACCURACY FOUNDATIONS PREWORK

Owner Operator Organization

NSN   Date

Complete the Accuracy Foundations Prework (below and on the following page) and submit it at least one week prior to your Accuracy Performance Excellence Session.

Step 1: Restaurant Conditions & Setup

Collect restaurant conditions data from QSRSoft

Conditions	Drive Thru	Delivery	Table Service	Curbside	Takeaway	MOP
% GC						
Peak GC						
Peak Daypart						
Average Check						
Operating Hours						

Set Up (Y or N) Except Drive-Thru Type	Drive Thru Type	Delivery Station	Delivery Monitor	# of 3PO	Curbside	Table Service
Drive Thru & Digital						

Step 1a: Operations KPI's: prework review

Collect restaurant conditions data from VOICE, Global Performance Matrix, and 3PO Data

Consolidated	Overall Accuracy (OSAT Data)	% Of Inaccurate Orders (OSAT Data)	Accuracy Complaints Per 100K GC	% Of Inaccurate Delivery Order (3PO Data)	% Of Delivery Refunds (3PO Data)

Step 1b: Operations KPI's: Customer Satisfaction prework review

Collect restaurant conditions data from VOICE

CUSTOMER SATISFACTION OSAT (T3M)						
	Overall	Drive Thru	Delivery	In Restaurant	Curbside	To Go
Accuracy OSAT (VOICE)						
Daypart	**Breakfast**	**Lunch**	**Dinner**	**Night**	**Weekday**	**Weekend**
Accuracy OSAT (VOICE)						
Product	**Big Mac**	**Nuggets**	**McChicken**	**Quarters**	**Fries**	**Beverages**
Accuracy OSAT (VOICE)						
Rank						
Inaccuracy Reason (Accuracy Dissatisfaction-VOICE)	**Missing Food**	**Missing Condiment**	**Missing Utensils**	**Not Made Correctly**	**Wrong Item**	**Wrong Size**
Rank						
# Inaccuracy Complaints						

ORDER ACCURACY FOUNDATIONS PREWORK

Step 1c: Operations KPI's: Customer Complaints prework review

*Collect restaurant conditions data from Global Performance Matrix

Customer Contact Center - Customer Complaints			
#800 Complaint Issues per 100,000	Current	Baseline	Change
Trailing 3 Months			
Year to Date			

Top 5 Most Frequent Complaint Issues #800 (T3M)	% Issues	# Complaint Issues	Change From Baseline

Step 1d: Operations KPI's: Delivery prework review

*Use the data from the 3PO that is most prevalent in your area

3PO Portal, Market Delivery Report or Performance Matrix							
Daypart	Total Delivery	Breakfast	Lunch	Dinner	Night	Weekday	Weekend
% Inaccurate Orders							
% Refund Orders							
Product	**Big Mac**	**Nuggets**	**McChicken**	**Quarters**	**Fries**	**Coffee**	
Rank							
# Inaccuracy Complaints							
Inaccuracy Reason	**Missing Food**	**Missing Drink**	**Missing Condiment**	**Wrong Item**	**Wrong Order**	**Wrong Size**	
Rank							
# Inaccuracy Complaints							

Conditions Observations & Operations KPIs Opportunities

ORDER ACCURACY FOUNDATIONS PREWORK

Step 2: Drive Thru Setup & Operations

Drive Thru Order Accuracy Health Check Observations & Actions

Step 3: Delivery Setup & Operations

Delivery Matrix & Accuracy Toolkit Observations & Actions