

Quality

The restaurant is serving hot, fresh, tasty, and properly prepared food

Tempering & Prep	Points	Additional information to help assess question:
<p>Q1-US Storage: Products are within primary code date and damage-free, rotated in freezers, refrigerators, and in dry storage.</p> <ul style="list-style-type: none"> <input type="radio"/> products out of date <input type="radio"/> products damaged <input type="radio"/> products not rotated <input type="radio"/> products used out of rotation <input type="radio"/> other 	3	Code dates indicate proper rotation for first in, first out.
<p>Q2-US Tempering / Thawing: Tempering and thawing is within standard and product levels sufficient per posted product level charts for the volume of business.</p> <ul style="list-style-type: none"> <input type="radio"/> tempered / thawed products not stored correctly <input type="radio"/> tempered / thawed products not dated correctly <input type="radio"/> cheese not tempered to room temperature (60-65°F) <input type="radio"/> products overheld / poor quality <input type="radio"/> tempering / thawing charts not in use / incorrect / not followed <input type="radio"/> other 	3	Check prep table, kitchen prepping and tempering area (sauce, cheese, and thawed items). Use product level charts (e.g., R2D2, eProduction or other charts) to determine sufficient product levels. Best Burger - Buns: All Buns used within 24 hrs. 4-hour thaw (using a thawing rack). 3 bun pulls per day (24-hour restaurants). Bun pillows wrapped when not used. Consistent daily cleaning of toasters.
<p>Q3-US Prepare: Products are prepared and stored within standard.</p> <ul style="list-style-type: none"> <input type="radio"/> products not prepared correctly <input type="radio"/> prep charts not in use / incorrect / not followed <input type="radio"/> products not stored correctly <input type="radio"/> products not dated correctly <input type="radio"/> products overheld / poor quality <input type="radio"/> onions not properly hydrated <input type="radio"/> other 	3	Observe product which is being or has been prepared, such as dehydrated onions, burritos, and bakery items/ desserts, to assess product preparation accuracy. Evaluate standards based on current burger platform- Best Burger -vs- Non-Best Burger
<p>Q4-US Replenish: Product levels are sufficient for the volume of business; products are labeled and within secondary shelf lives.</p> <ul style="list-style-type: none"> <input type="radio"/> area leader not assigning secondary responsibilities or following up with staff and products <input type="radio"/> products not labeled with a secondary shelf life <input type="radio"/> fresh products on prep table not used within 30 min (Best Burger) <input type="radio"/> products in use after 'use by date' <input type="radio"/> other 	3	Observe the production area (prep table, kitchen freezers, refrigerators) and service area product levels (display cabinets, dry stock). Is there a system in place for monitoring levels and replenishing products?

Made For You	Points	Additional information to help assess question:
<p>Q5-US Prepare: Grill/fried products employees follow correct procedures, monitor levels, and place Gold Standard grilled/fried/baked products in UHC.</p> <ul style="list-style-type: none"> <input type="radio"/> not responding promptly to removed or empty trays <input type="radio"/> not responding promptly to 'Look & Cook' monitor (Best Burger) <input type="radio"/> not checking and/or adhering to batch cooking levels using production charts/eProduction <input type="radio"/> not following the correct loading/removal procedures <input type="radio"/> oil quality is poor <input type="radio"/> oil is not filled to normal level line <input type="radio"/> Look & Cook procedures not properly executed: Look-Bump-Cook (Best Burger) <input type="radio"/> lay pattern not properly followed for both 10:1 and 4:1 for all run sizes (Best Burger) <input type="radio"/> not seasoning meat correctly <input type="radio"/> not removing the meat correctly; order/time and adhering to beef stacking heights <input type="radio"/> removal time not consistent - Less than 18 seconds for 10:1 and 4:1 patties (Best Burger) <input type="radio"/> other 	4	Observe if grill/fried products employees follow correct procedures including responding promptly to removed or empty trays and HOTG monitor, checking/adhering batch cooking levels, monitoring oil quality, seasoning meat correctly, etc. Evaluate standards based on current burger platform- Best Burger -vs- Non-Best Burger. Fresh beef patties cannot be held in the UHC.
<p>Q5-US-01 Beef Quality: All fresh beef internal temperatures after cooking are between 175°F and 190°F. For frozen beef, the internal temperatures of at least 3 patties after cooking between 155°F - 170°F.</p> <ul style="list-style-type: none"> <input type="radio"/> not all fresh beef patties after cooking are between 175°F to 190°F <input type="radio"/> not at least 3 of 4 frozen beef patties after cooking are between 155°F to 170°F <input type="radio"/> other 	4	To check for beef quality, ask the manager to have a full run of fresh beef and frozen beef patties cooked and internal temperatures taken. This is a one-time verification that can take place anytime after one-hour post-transition to regular menu. If any internal temperatures of frozen or fresh beef after cooking are below the minimum temperature of the quality range, refer to the assessment criteria listed in the Food Safety guide.

- Q6-US Initiate:** Initiator in position, responding promptly to orders on KVS, and initiating products correctly. **4**

 - initiator not staying in place
 - initiator not responding promptly (within 5 seconds)
 - orders served off before product leaves initiator
 - initiator was buffering buns
 - buns are not stored correctly in pillow packs when not in used**
 - initiator does not continue to dress products until pulled by assembler
 - initiator not preparing boxes or wraps, or organizing grill slips when needed
 - products not initiated 'heel' first
 - other

- Q7-US Assemble:** Assembler pulls box/wrap from the initiator and follows correct assembly procedures. **4**

 - assembler not pushing/pulling box/wrap from the initiator
 - inappropriate number of products prepared at a time
 - assembler does not continue to complete sandwich until pulled by finisher
 - items not assembled correctly
 - dressings not neat and centered
 - grill orders not checked for accuracy
 - assembler not communicating the UHC levels to the grill/fried products person
 - other

- Q8-US Finish:** Items are correctly finished and checked for quality before placing in the Order Assembly Table (OAT) or Heated Landing Zone (HLZ). **4**

 - not following UHC procedures (using products out of rotation)
 - not reacting to holding times (not discarding product)
 - patties not centered on top of dressings
 - products not wrapped neatly (with care)
 - proteins removed from UHC before needed
 - final check of finished product quality not completed before placing in the OAT/HLZ
 - other

- Q9-US Finished product quality check - Regular menu Beef / Breakfast Item 1:** Sandwich meets McDonald's standards for appearance, taste, texture and temperature. **3**

 - product not meeting McDonald's standard for appearance
 - product not at proper temperature
 - product not meeting McDonald's standard for texture
 - product not meeting McDonald's standard for taste
 - other

- Q10-US Finished product quality check - Regular menu Chicken or Fish / Breakfast Item 2:** Sandwich/McNuggets meet McDonald's standards for appearance, taste, texture, and temperature. **3**

 - product not meeting McDonald's standard for appearance
 - product not at proper temperature
 - product not meeting McDonald's standard for texture
 - product not meeting McDonald's standard for taste
 - other

Observe if initiator stays in position, responds to orders promptly (within 5 seconds) and follows correct procedures.

Observe if the assembler pulls the wrap or box with buns from the initiator and assembles the rest of the order, following correct procedures. The assembler checks for accuracy and neatness, and communicates with the grill/fried products person when UHC levels are low or depleted.

For Optimized Prep Line (OPL) restaurants, see operating principles published on the US Operations website.

For assessment of all finished product quality checks:
Purchase 2 regular menu/breakfast sandwich/entrée, 1 fries/hash brown, 1 cold drink, 1 coffee, and 1 dessert. Items should not be all assessed at the same time and can take place at any point during the QSC & SL evaluation. The product must meet all the standards for appearance, temperature, taste, and texture.

Refer to the Gold Standard Quality Guide for finished product descriptions.

Fries / Hash Browns Additional information to help assess question:

- Q12-US Setup:** Station is set up and maintained correctly to enable the production of gold standard fries/hash browns. **4**

 - production chart/monitor not being used for setup
 - oil quality is poor
 - oil is not filled to normal level line
 - fryer filtering cycle/prompts not followed
 - not stocked properly for 24/2
 - heat lamps not working
 - other

- Q13-US Cooking:** Employees follow proper cooking procedures and use chart/monitor to keep up with demand to produce gold standard fries/hash browns. **4**

 - fries/hash browns not cooked from frozen
 - hash browns cooked more than the max run of 8 per basket
 - production charts/monitor not used to determine holding levels
 - fries not shaken after 30 seconds
 - fries/hash browns not drained for 5 to 10 seconds
 - oil not skimmed properly
 - baskets loaded in the same vat at the same time
 - other

Q14-US Bagging: Employees follow proper bagging procedures to ensure all fries/hash browns served meet gold standard. **4**

- old and new fries/hash browns mixed; not using dividers
- Accu-salt shaker not used correctly
- fries under-filled
- holding time not being followed (7 minutes for fries/10 minutes for hash browns)
- 'first in first out' not implemented; improper rotation
- other

Q15-US Finished product quality check - Fries / Hash Browns: **3** Refer to the Gold Standard Quality Guide for finished product descriptions.

- product not meeting McDonald's standard for appearance
- product not hot
- product not meeting McDonald's standard for texture
- product not meeting McDonald's standard for taste
- other

Beverages and Desserts Additional information to help assess question:

Q16-US Initiate: Employees respond promptly to orders on KVS and start producing drinks/desserts. **3** 'Grab and go' – Products that require no production, found in refrigerator or display cabinet. Example: Bottled water, packaged juice, fruit, and milk.

- employees do not respond promptly to orders on KVS
- employees do not respond to 'grab and go' items
- functions not split
- other

Q17-US Prepare: Employees produce gold standard drinks and desserts. **3** Check that product is prepared correctly, are clearly identified and a full portion is served.

- product not prepared correctly
- beverages not clearly identified (depressing correct flavor choice indicator on lid, sticker, etc.)
- full portion not served
- other

Q18-US Place: Finished products are correctly placed on the beverage order assembly table or drive-thru landing table. **3**

- items not placed on correct section of beverage order assembly table or landing table
- drive-thru drinks not separated/grouped
- uncollected drinks not discarded
- other

Q19-US Finished product quality check - Soft Drink/Shake/Blended Ice Beverage Product: **3** Refer to the Gold Standard Quality Guide for finished product descriptions.

- product not meeting McDonald's standard for appearance
- product not served at correct temperature (for carbonated soft drinks not served below 41°F without ice)
- product not meeting McDonald's standard for taste (for carbonated soft drinks taste is flat, missing the fizz)
- other

Q20-US Finished product quality check - Dessert Product: **3** Refer to the Gold Standard Quality Guide for finished product descriptions.

- product not meeting McDonald's standard for appearance
- product not served at correct temperature
- product not meeting McDonald's standard for texture
- product not meeting McDonald's standard for taste
- other

Q21-US Finished product quality check - Hot Coffee / Espresso Product: **3** Refer to the Gold Standard Quality Guide for finished product descriptions.

- product not meeting McDonald's standard for appearance
- product not hot
- product not served fresh, did not meet McDonald's standard for taste
- other

General Additional information to help assess question:

Q22-US Calibration: Cooking times and set point temperatures are correct and equipment is calibrated. **4** Calibrations should be completed ahead of time by the restaurant. Verify correct calibrations ONLY if gold standard is not being achieved or there is an obvious fault with equipment.

- equipment not calibrated
- equipment incorrectly calibrated
- product setting, temperature and time not set correctly
- other

TOTAL QUALITY POINTS AVAILABLE

75