FoodLogiQ®

reCONNECT 2019

APRIL 30 – MAY 2

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Rocking and Rolling Out Incidents
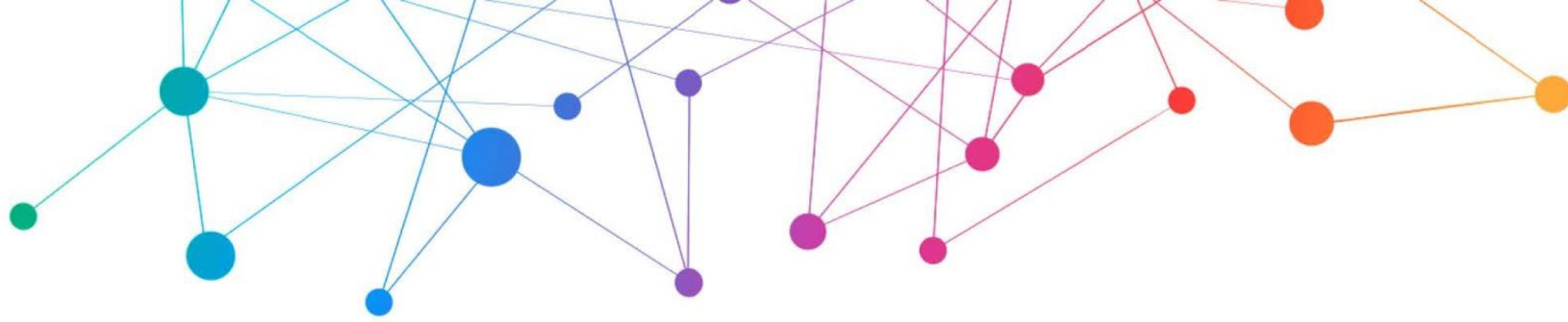
FoodLogiQ

**Alex
Varela**
Five Guys Burgers
and Fries

**Mike
Dunn**
Five Guys Burgers
and Fries

Incident Reporting

- Five Guys History

- FoodLogiQ and Five Guys

- Stakeholders

- Introduction and Training

- Incident Reporting Development
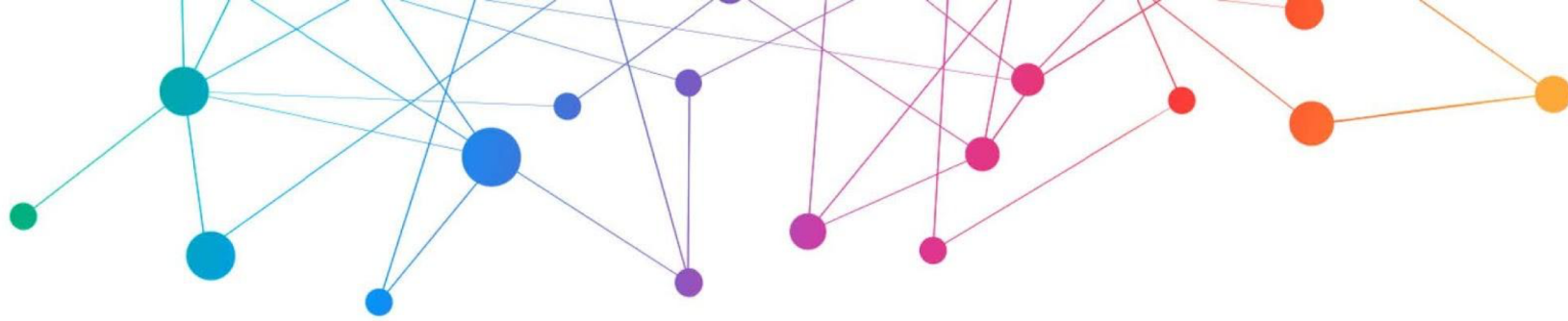
- Implementation

- Results and Success

FIVE GUYS®

FoodLogiQ®

Five Guys History

- 1986 Jerry and Janie Murrell offered advice to the four young Murrell brothers
- "Start a business or go to college"
- Murrell family opened a carry-out burger joint in Arlington, Virginia
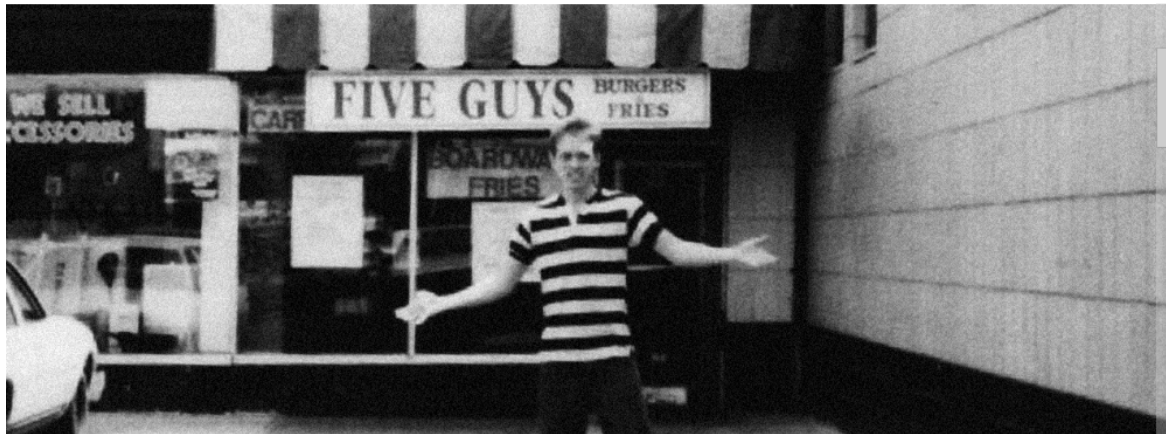
- Stores today 1494 North America, 181 International (Great Britain, Netherlands, Belgium, Luxemburg, Ireland, Spain, Germany, France, Italy, Switzerland, Hong Kong, Middle East)

FoodLogiQ

FoodLogiQ and Five Guys

- Evaluated several opportunities

- Established business relationship in April 2017

- Developed business plan
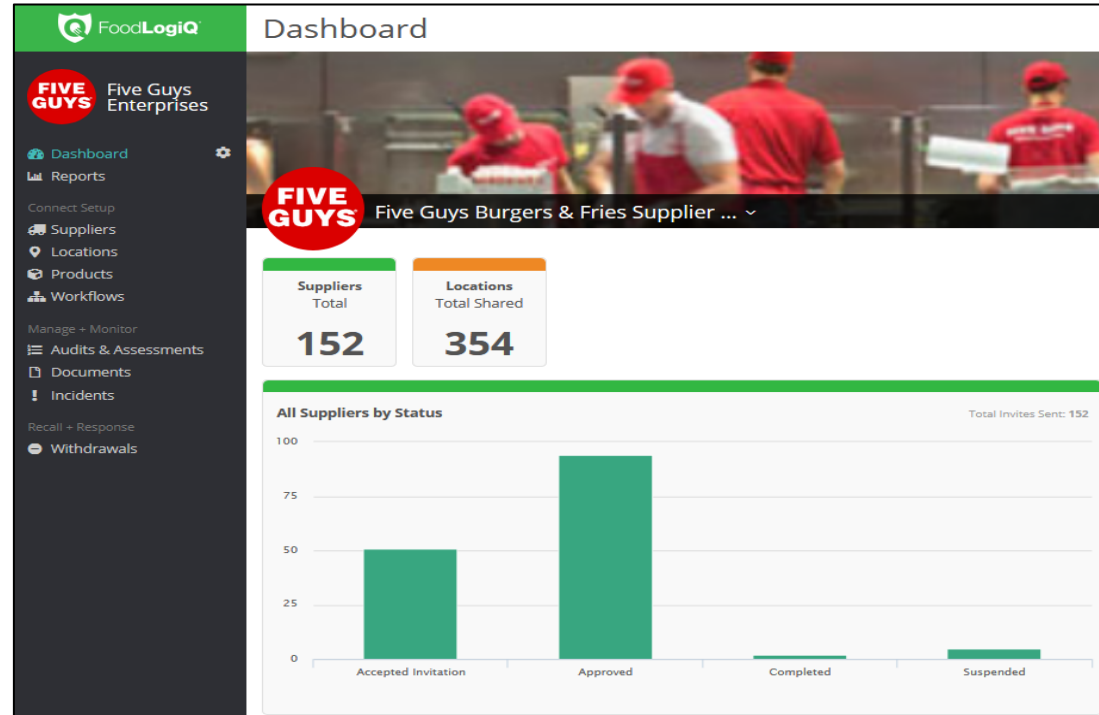
  Manage + Monitor

  Incident Management

- Implementation began September 2017

Stakeholders

- **Suppliers**

- **Distributors**

- Five Guys Stores
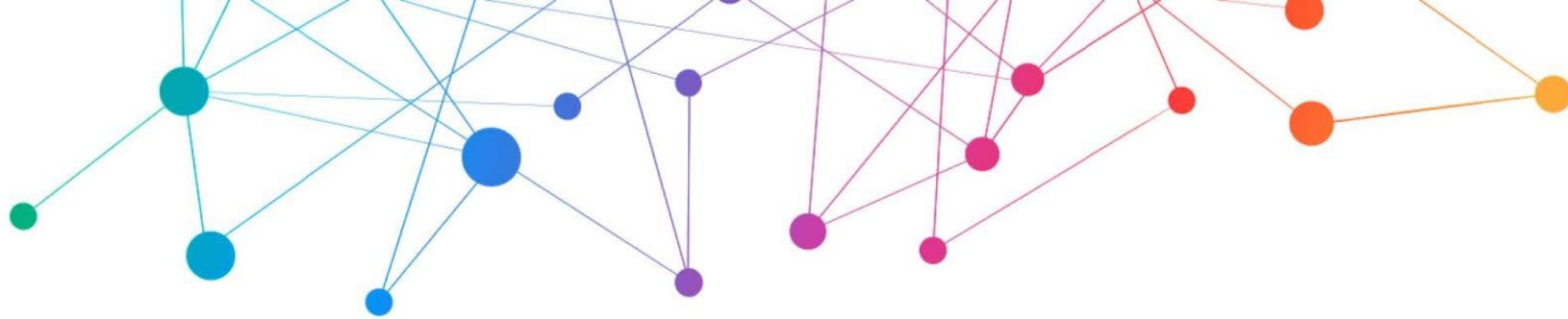
- Supply Chain Team

- Training Team

Introduction and Training – Suppliers and Distributors

- Communication!

- Introduced FoodLogiQ at the Five Guys Franchisee conference - 2017

- Supplier one-on-one meetings and business reviews
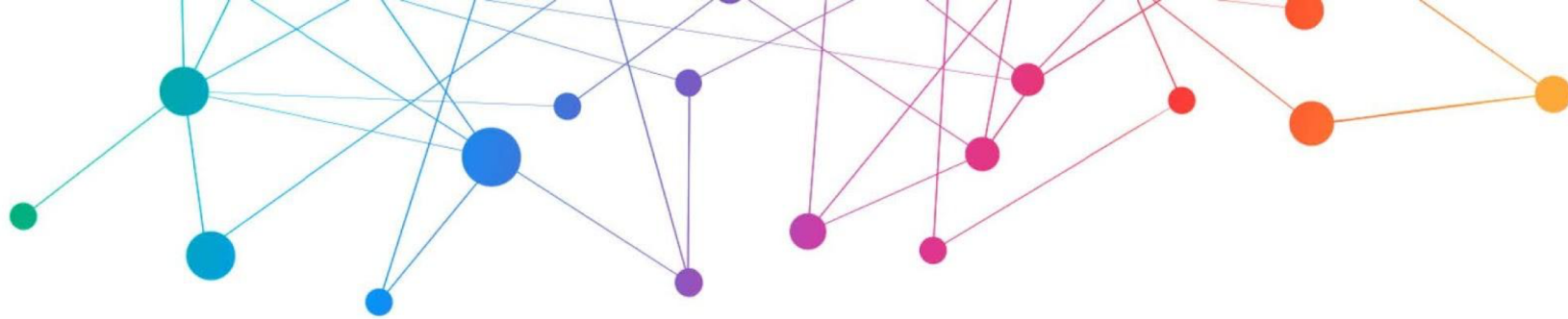
- Webinars

- "GoTo" screen sharing

- Phone calls

Introduction and Training – Five Guys Stores

- Communication!

- Five Guys Training Team – Significant supporters of the project

- Franchisee support for the project

- Improved the process for the stores

- Webinars

- "GoTo" screen sharing

- Conference calls

FIVE GUYS®

FoodLogiQ

Implementation

- Worked with International colleagues to develop report format and process flow

- Utilized existing store hardware for the FoodLogiQ App (Compliance Mate Tablet)

- First pilot completed in the UK (100+ stores) – January 2018

- North America pilot conducted April – August 2018

- "Ripped the band-aid off" September 2018

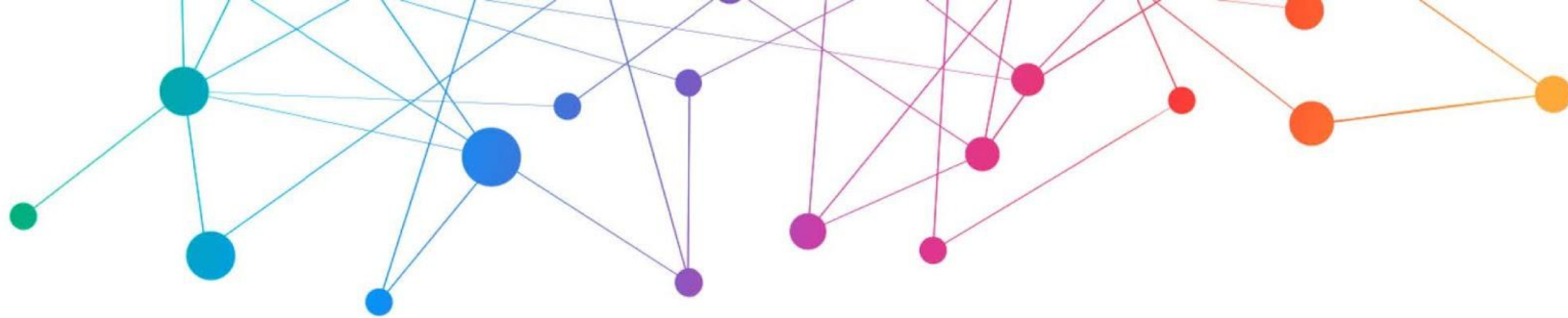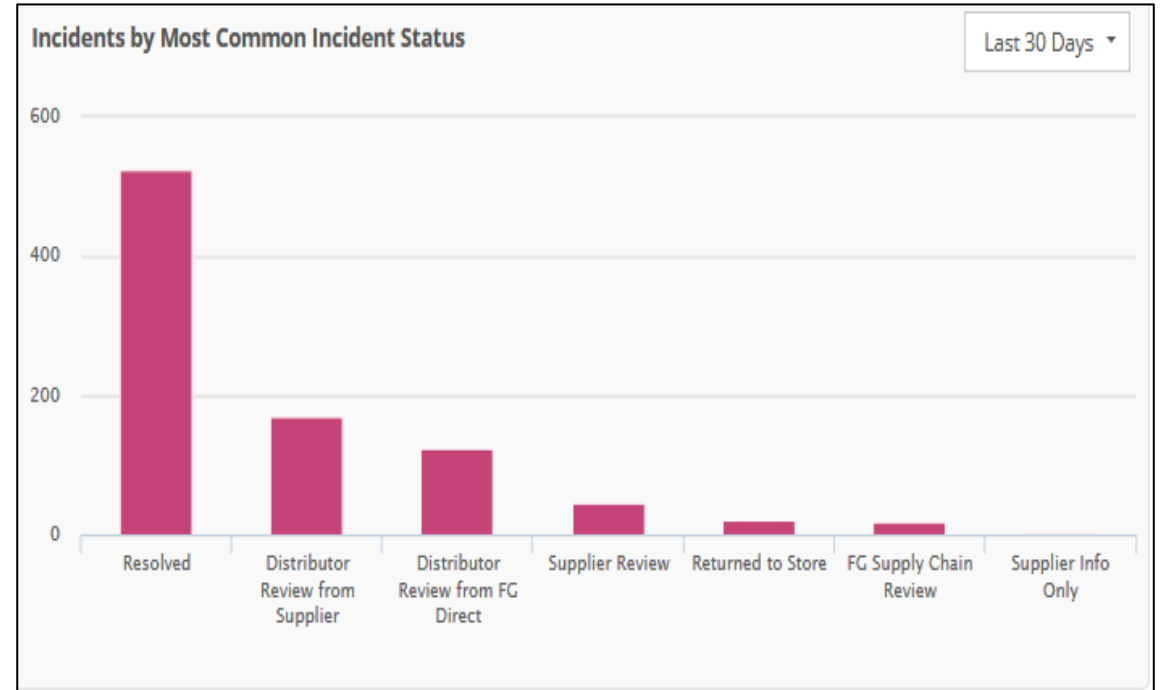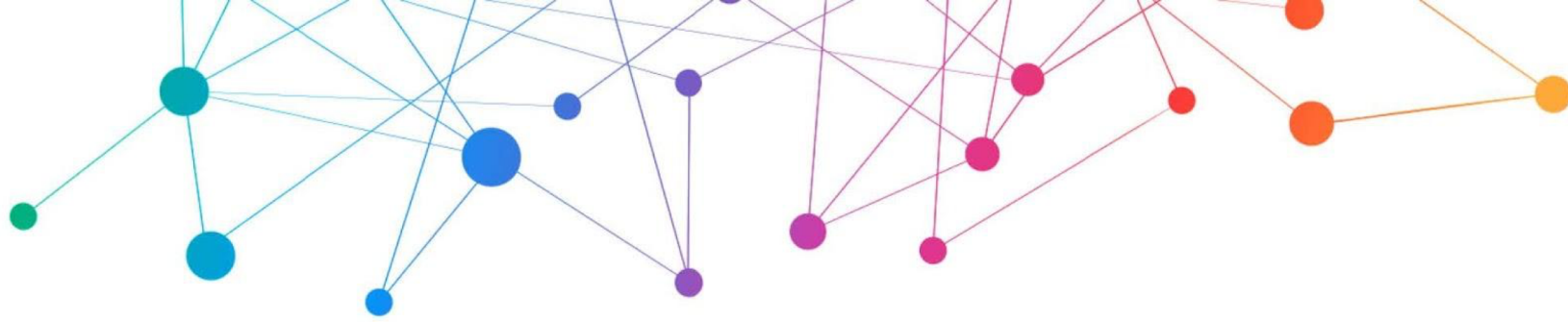- Rolled out according to groups of DC's over a 7 week period
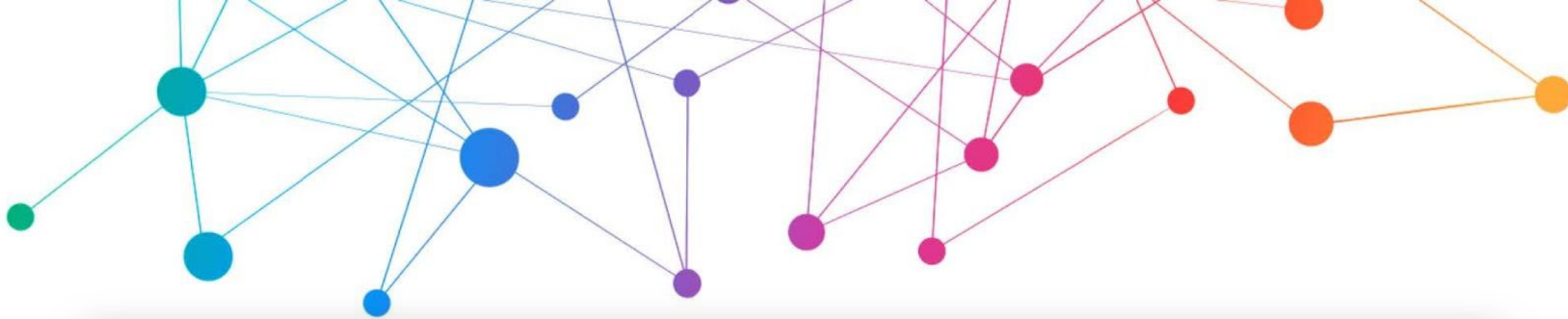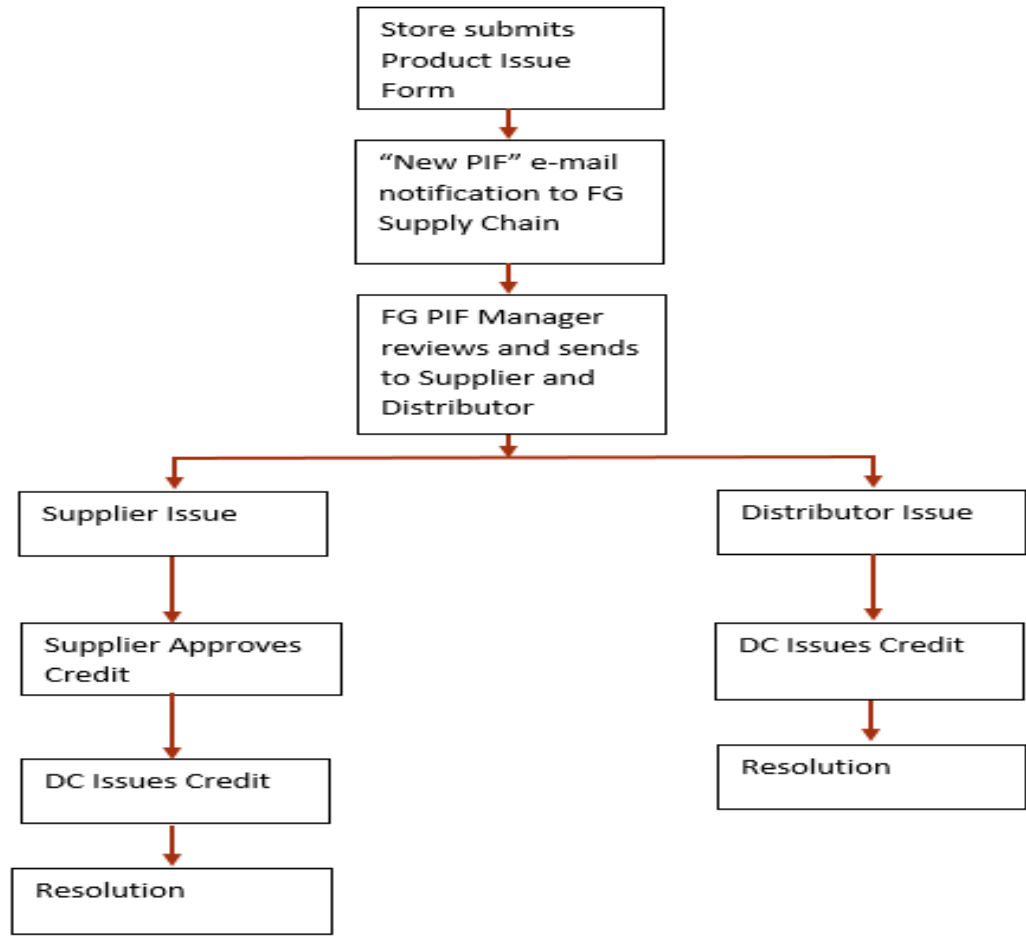
Results and Success

- Improved incident reporting

- Easily track incident closure and credits

- Increased incident velocity (10 X's !!!)

- Opportunity to ID issues for improvement

- Not knowing the issues affecting our stores = accepting status quo

Incidents by Most Common Incident Status — Last 30 Days

Dine Brands Incident Management

Dine Brands Quality Assurance utilizes the **Manage + Monitor** Incidents tool to collect restaurant product complaints for investigation, corrective action, trending, reporting, supplier and distribution compliance, and credit recovery for restaurants.

Key users in the Incident management process:

- Quality Assurance

- Quality Assurance Product Managers

- Distribution Centers

- Suppliers

NOTE: Dine Brands Restaurants do not use FoodLogiQ directly

Dine Brands Incident Management

- Dine Brands QA rolled out the Incidents tool in early 2018 as a replacement to an old incident reporting software program that was not designed for the restaurant industry.

- FoodLogiQ was selected because it was more up to date technologically, easier to view and navigate, and the reporting and trending features were more far more favorable than the previous incident reporting software program.

- FoodLogiQ was customizable to meet the needs of the Quality Assurance team; however, there were challenges to overcome.
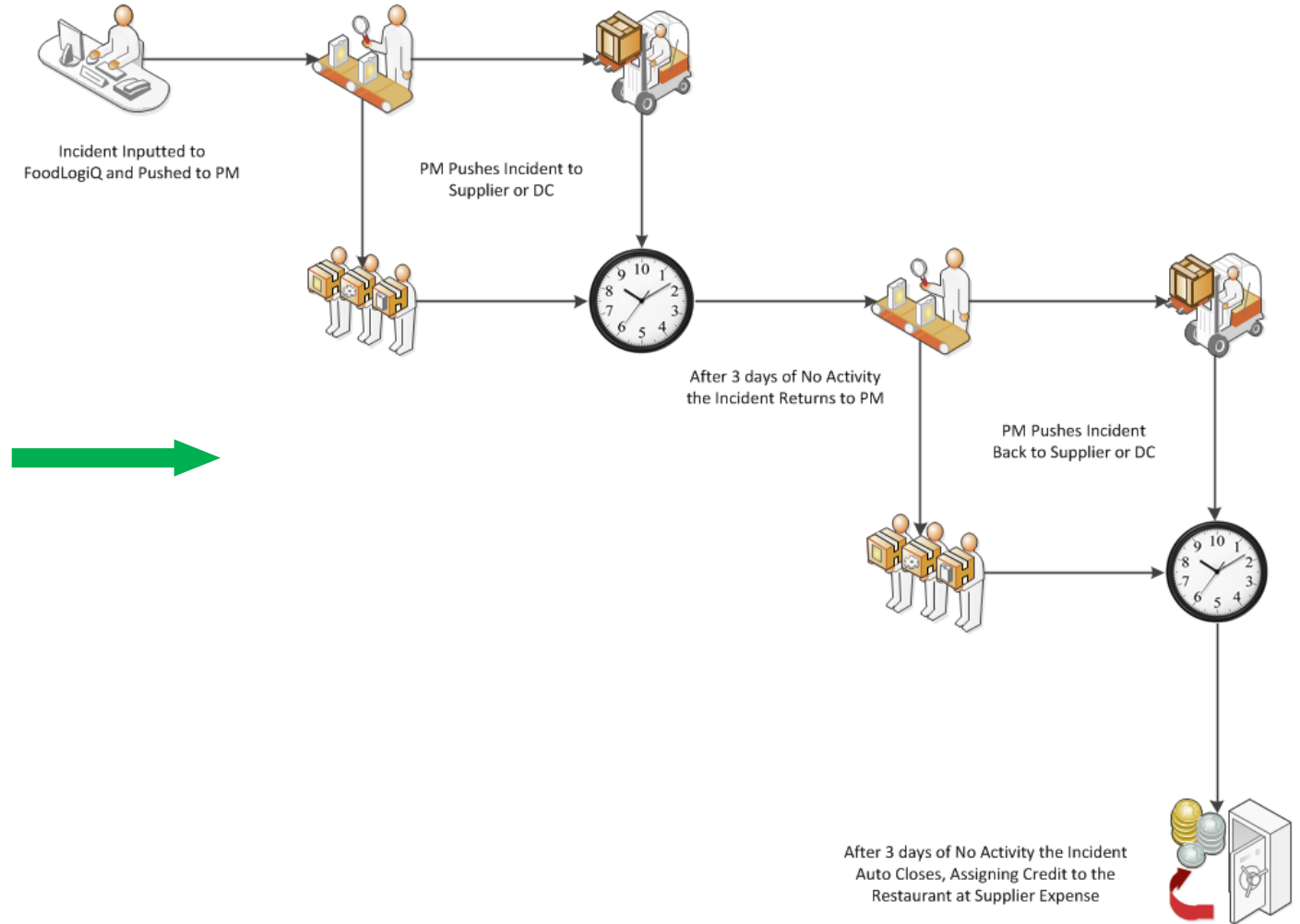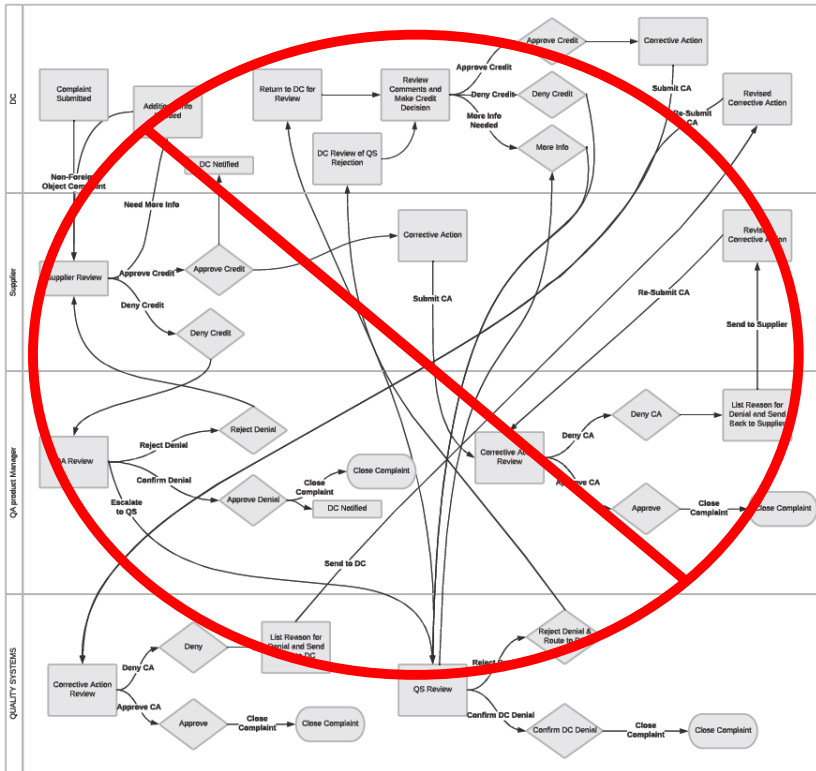
Original Process

Incident Management Initial Roll Out

Long story short, it was too complicated and resulted in the following:

- More than 50 potential individual review and approval steps for each incident
- Multiple levels of review and approvals
- FoodLogiQ inflexibility to alter certain incident attributes
- DCs picked the wrong product categories and/or did not collect enough of information
- Could not assign an incident to a specific QA Product Manager for their review which led to QA Product Managers being bypassed
- No reminders for open incidents or next steps
- Long open incident timeframes – averaged 36 days

Incident Management 2.0

Incident Inputted to FoodLogiQ and Pushed to PM

PM Pushes Incident to Supplier or DC

After 3 days of No Activity the Incident Returns to PM

PM Pushes Incident Back to Supplier or DC

After 3 days of No Activity the Incident Auto Closes, Assigning Credit to the Restaurant at Supplier Expense

Dine Brands Incident Management 2.0

- Incidents are submitted from DC straight to Dine Brands QA for assignment
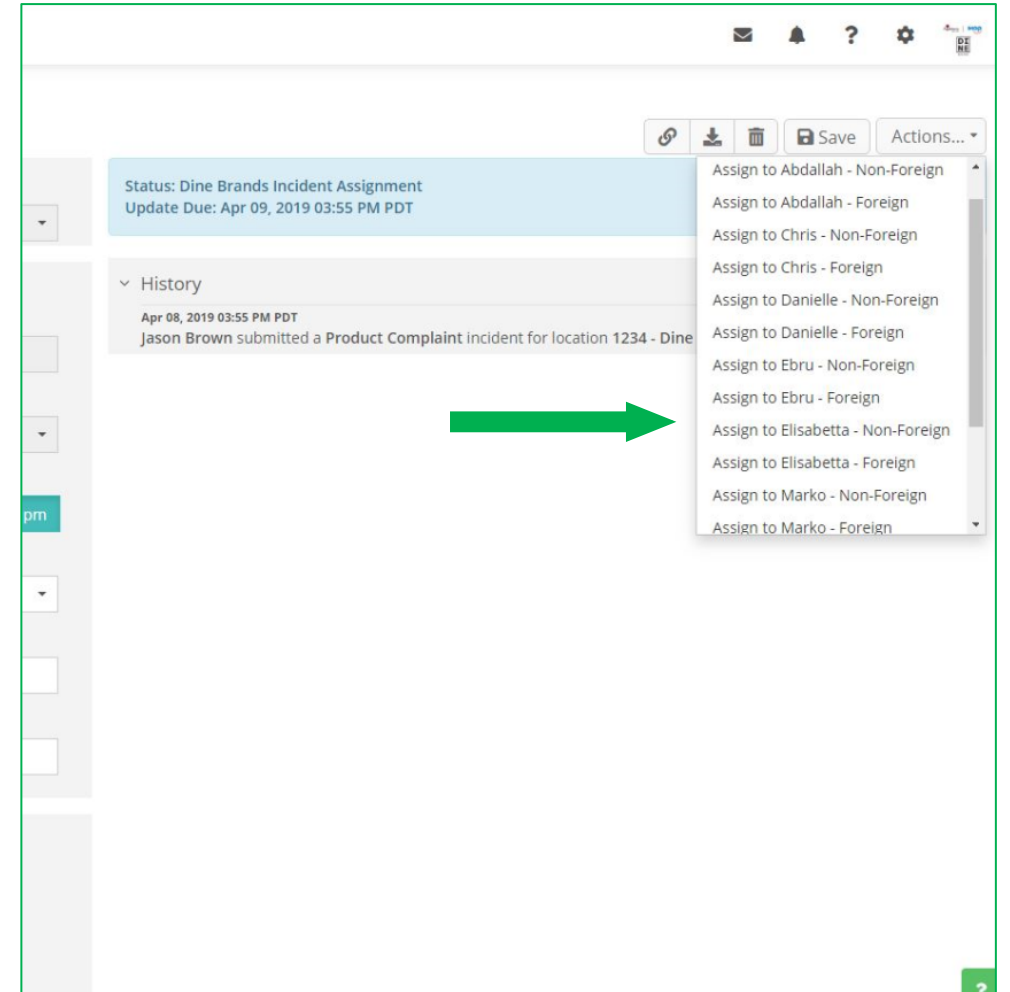
Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident

Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident

- QA receives the incident with instructions to assign it to the appropriate QA PM
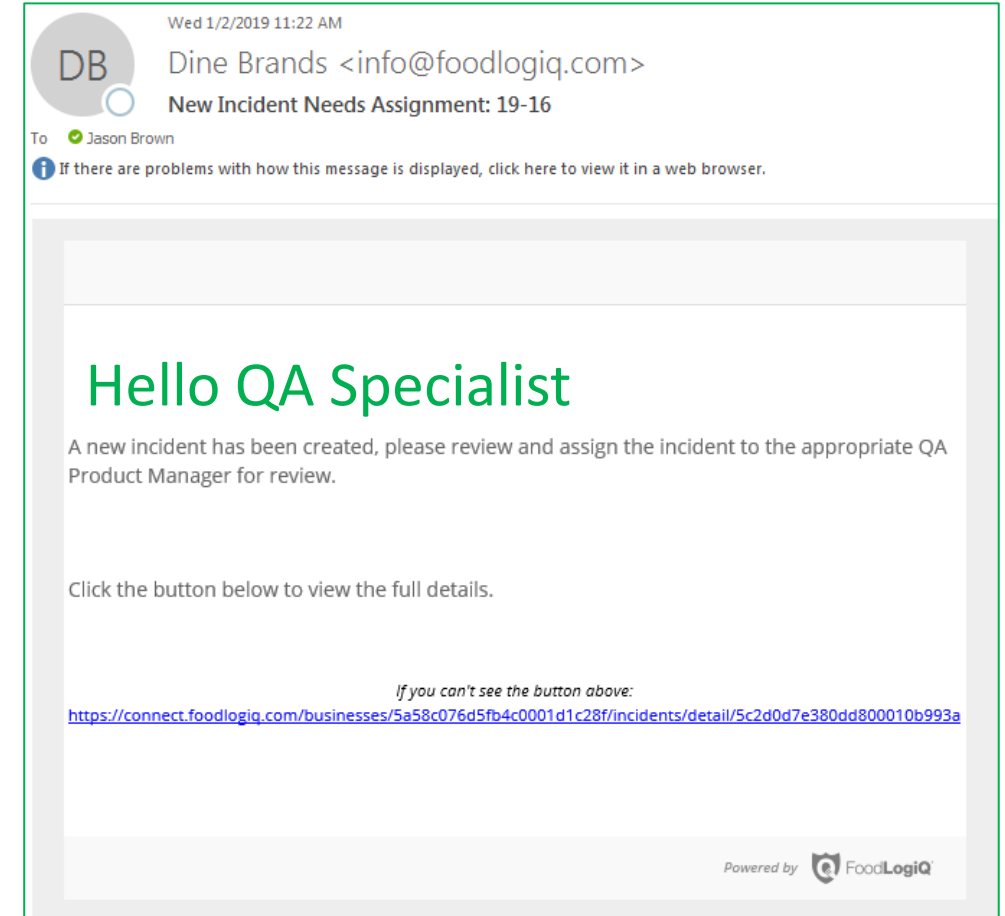
Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident

- QA receives the incident with instructions to assign it to the appropriate QA PM

- **QA reviews the incident for correct information then selects the QA PM based on category and type of incident**

Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident

- QA receives the incident with instructions to assign it to the appropriate QA PM

- QA selects the appropriate QA PM based on category and type of incident

- **The QA PM receives an email alert with instructions to review and assign it to the Supplier or the DC**

Wed 1/2/2019 11:43 AM

DB

Dine Brands <info@foodlogiq.com>
Non-Foreign Object Beef/Seasonings Complaint - PM Review Required

To ✓ Jason Brown

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Hello Product Manager,

A **NON-FOREIGN OBJECT COMPLAINT** has been submitted for your product category, please review the complaint and submit it to the supplier or distribution center for their credit decision before January 03, 2019 @ 07:39pm.

- Incident ID# 19-16
- Supplier: Dine Brands Supplier Test
- Product Name: Beef or Seasoning - 1243
  Lot:
- Best By Date: 02/01/2019
- Complaint Type: Off Odor/Flavor
- Complaint Details: Steaks taste like pineapples
- Additional Comments: No photos available.

Click the button below to view the full details.

If you can't see the button above:
https://connect.foodlogiq.com/businesses/5a58c076d5fb4c0001d1c28f/incidents/detail/5c2d0d7e380dd800010b993a

Powered by FoodLogiQ

PMs have 24 hours to push the incident and are reminded every 12 hours after

Incident Management 2.0

• QA PM sends the incident to the Supplier or the DC based on information collected

Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident
- QA receives the incident with instructions to assign it to the appropriate QA PM
- QA selects the appropriate QA PM based on category and type of incident
- The QA PM receives an email alert with instructions to review and assign it to the Supplier or the DC
- The Supplier or DC receives an email alert indicating an incident has been assigned to them and a credit decision is required

Wed 1/2/2019 11:52 AM

DB Dine Brands <info@foodlogiq.com>
Non-Foreign Object Complaint from Dine Brands

To ⊘ Jason Brown

ℹ️ If there are problems with how this message is displayed, click here to view it in a web browser.

Hello Supplier,

A **NON-FOREIGN OBJECT COMPLAINT** has been submitted for a product your company produces. Please review the complaint and select a credit decision before January 04, 2019 @ 07:49pm.

- Incident ID# 19-16
- Supplier: Dine Brands Supplier Test
- Product Name: Beef or Seasoning 4343
  Lot:
- Best By Date: 02/0
- Complaint Type: O
- Complaint Details:
- Additional Comme

Click the button below to

https://connect.foodlogiq.com/b

Powered by FoodLogiQ

Suppliers have 24 hours to respond to the incident and are reminded every 24 hours after

If no response is received within 3 days the incident is automatically escalated back to the PM.

PM sends back to supplier and if still no response after 3 more days it will close automatically and approve credit at suppliers expense

Incident Management 2.0

- Supplier or DC have the option to Approve or Deny credit or respond with a comment

Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident

- QA receives the incident with instructions to assign it to the appropriate QA PM

- QA selects the appropriate QA PM based on category and type of incident

- The QA PM receives an email alert with instructions to review and assign it to the Supplier or the DC

- The Supplier or DC receives an email alert indicating an incident has been assigned to them and a credit decision is required

- If the Supplier approves credit, the incident closes and all parties are alerted

Incident Management 2.0

- The DC receives an email alert indicating that the incident was submitted along with their incident ID and a link to the incident

- QA receives the incident with instructions to assign it to the appropriate QA PM

- QA selects the appropriate QA PM based on category and type of incident

- The QA PM receives an email alert with instructions to review and assign it to the Supplier or the DC

- The Supplier or DC receives an email alert indicating an incident has been assigned to them and a credit decision is required

- If the Supplier approves credit, the incident closes and all parties are alerted

- **If the Supplier denies credit, the QA PM is alerted**

Wed 1/2/2019 12:22 PM

DB Dine Brands <info@foodlogiq.com>
Supplier Credit Denied (Non-Foreign, Beef/Seasonings) - PM Review Required
To ✓ Jason Brown
ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

Hello Product Manager,

Dine Brands Supplier Test has **denied credit** for incident 19-17. Product Manager review is needed to confirm or deny their credit decision by January 04, 2019 @ 08:11pm.

- Incident ID#: 19-17
- Supplier: Dine Brands Supplier Test
- Product Name: Beef or Seasoning - 1243
  Lot:
- Complaint Type: Off Odor/Flavor
- Complaint Details: Steaks taste like pineapples
- Additional Comments: No photos available
- Supplier Credit Decision: Credit Denied
- Supplier Comments:

Click the button below to view the full details.

QA PMs have 24 hours to respond to the denial and are reminded every 12 hours after

If you can't see the button above:
https://connect.foodlogiq.com/businesses/5a58c076d5fb4c0001d1c28f/incidents/detail/5c2d1a0df7479100014170ce

Powered by 🛡️ FoodLogiQ

Incident Management 2.0

- The QA PM has the option to Approve or Deny the Supplier response or assign it to the DC if they are the cause of the product incident

Incident Management 2.0

- If corrective action was requested by the QA PM, they will also have the option to Approve or Deny the corrective action that was submitted

QA PMs have 24 hours to respond to the corrective action and are reminded every 12 hours after

Dine Brands Incident Management 2.0

Positive Results:

- With Incident Management 2.0 Dine Brands QA decreased the open incident average from 36 days to 4 days and the monthly closure rate went from 0% to 90% within the 1st month .

- This had led to Suppliers and DCs being more active in FoodLogiQ which translates to more timely actions taken for incidents and faster credit recovery to the restaurants.

- Supplier, DC and QA activity has increased in the document management and compliance tool.

- QA Product Managers can review their category incidents and push to a Supplier or DC from their mobile device.

- QA Product Managers have increased visibility has helped identify trends.

- QA Leadership is copied on foreign object complaints and reminders.

FoodLogiQ

Dine Brands Incident Management 2.0

Next Steps:

- Determining the best way to ensure distribution centers are using FoodLogiQ to submit their incidents.
- Working with FoodLogiQ to customize the dashboard so QA Product Managers have instant visibility to their specific product incidents.
- Working with FoodLogiQ to increase the effectiveness of exported incident data to meet our QA Product Managers needs.