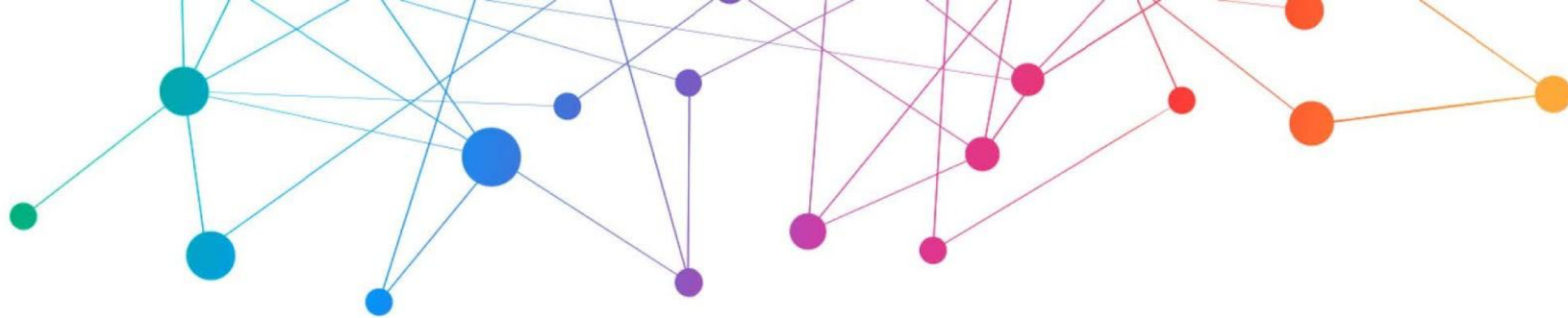




FoodLogIQ<sup>®</sup>

reCONNECT 2019

APRIL 30 - MAY 2



**reCONNECT 2019**  
APRIL 30 - MAY 2

**Katy  
Jones**

FoodLogiQ,  
Moderator

**Mike  
Dunn**

Five Guys Burgers  
and Fries

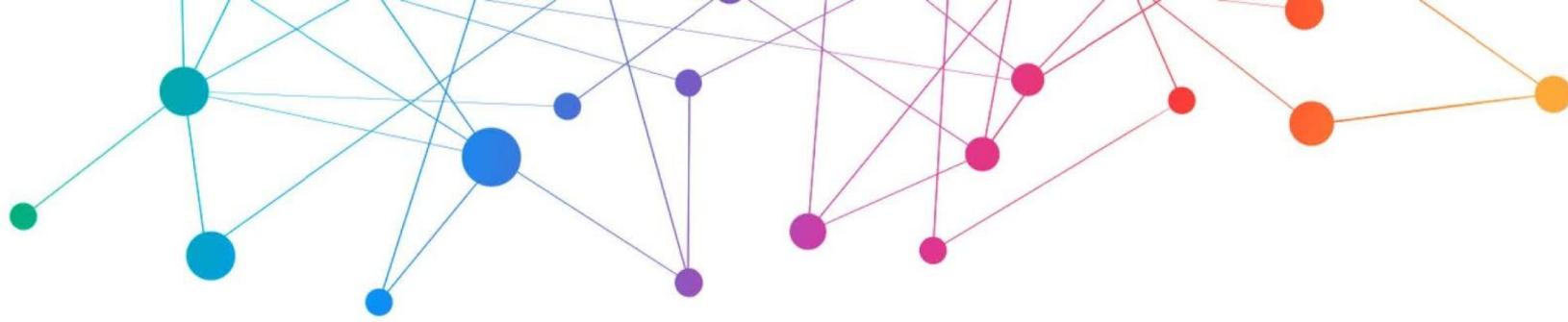
**Alex  
Varela**

Five Guys Burgers  
and Fries

**Jason  
Brown**

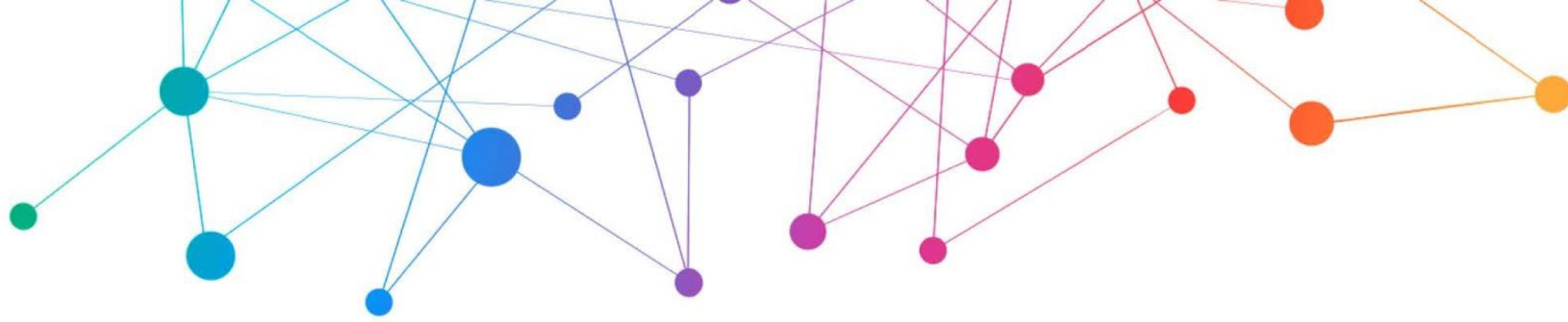
Dine Brands





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APRIL 30 - MAY 2

# Rocking and Rolling Out Incidents



**reCONNECT 2019**  
APRIL 30 - MAY 2

# Alex Varela

Five Guys Burgers  
and Fries

# Mike Dunn

Five Guys Burgers  
and Fries



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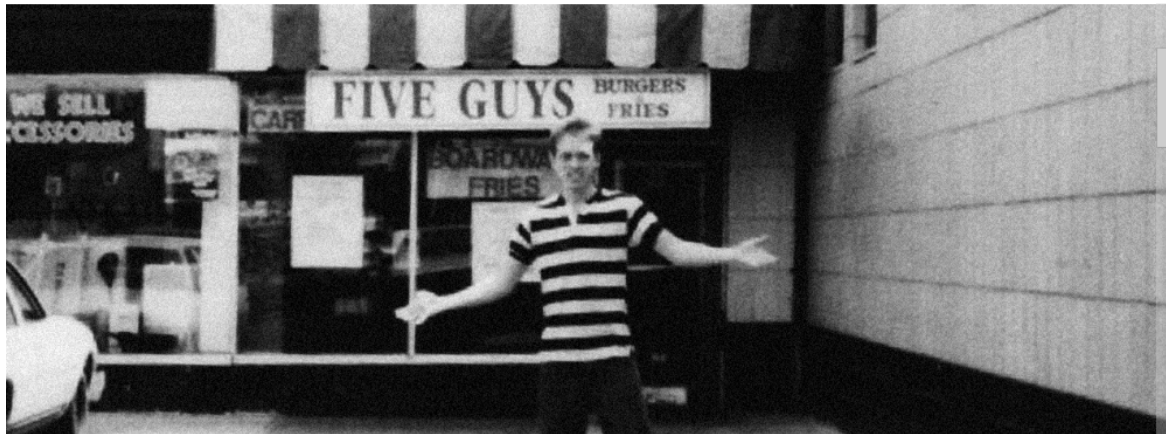
# Incident Reporting

- Five Guys History
- FoodLogiQ and Five Guys
- Stakeholders
- Introduction and Training
- Incident Reporting Development
- Implementation
- Results and Success

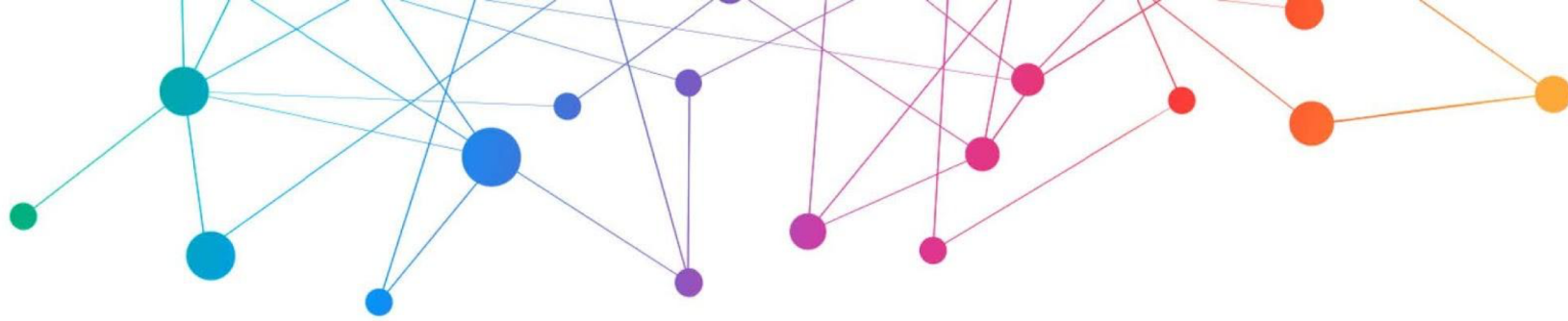
**FIVE GUYS**<sup>®</sup>

# 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)



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# FoodLogiQ and Five Guys

- Evaluated several opportunities
- Established business relationship in April 2017
- Developed business plan

**Manage + Monitor**

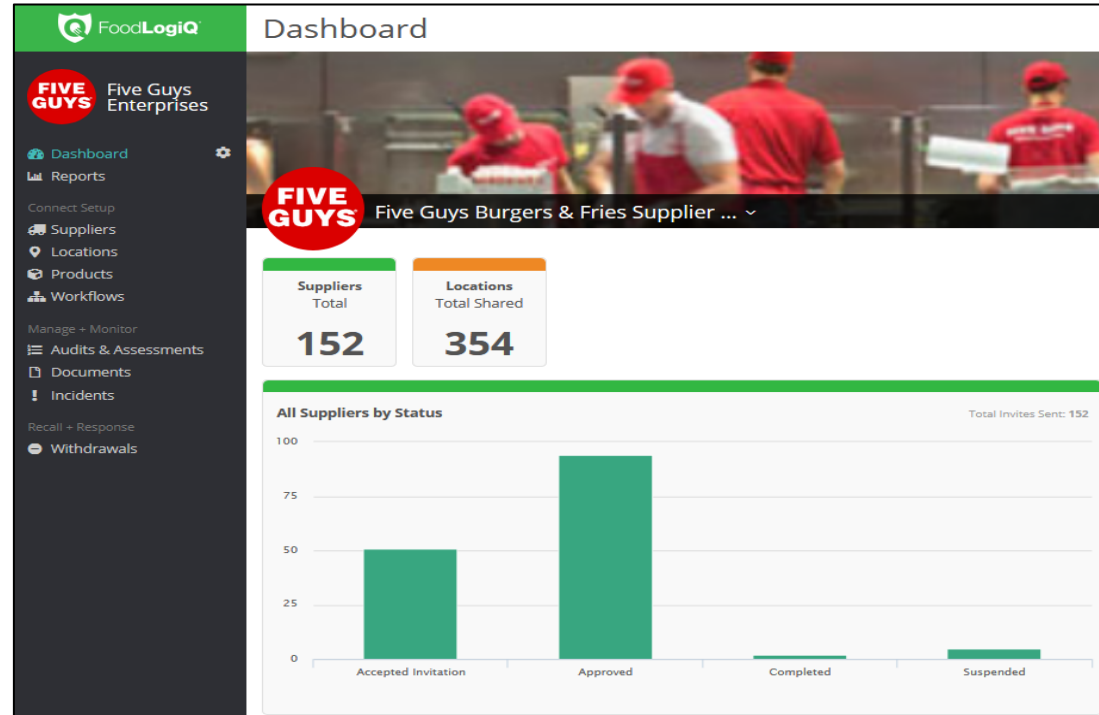
**Incident Management**

- Implementation began September 2017

**FIVE GUYS®**

# Stakeholders

- Suppliers
- Distributors
- Five Guys Stores
- Supply Chain Team
- Training Team



**FIVE GUYS**<sup>®</sup>

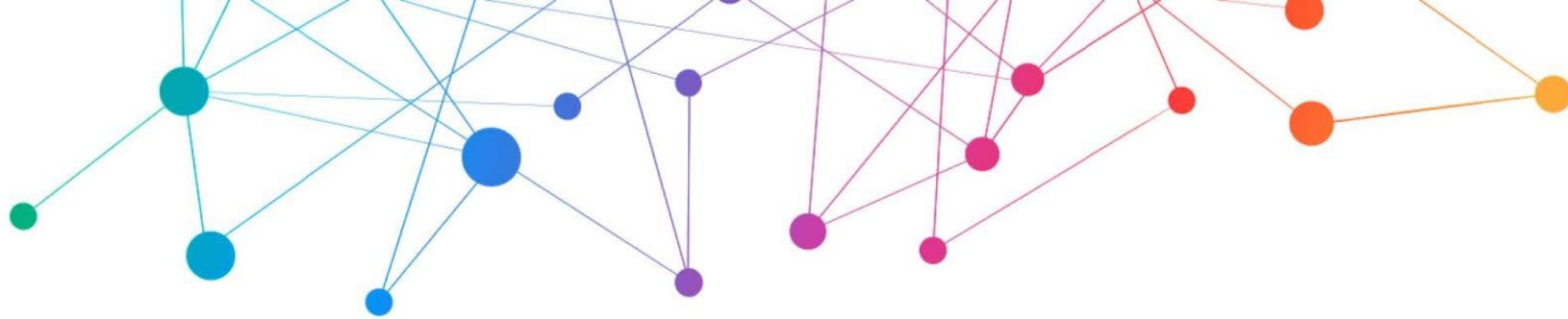


# Introduction and Training – Suppliers and Distributors

- Communication!
- Introduced FoodLogiQ at the Five Guys Franchisee conference - 2017
- Supplier one-on-one meetings and business reviews
- Webinars
- “GoTo” screen sharing
- Phone calls

**FIVE GUYS®**



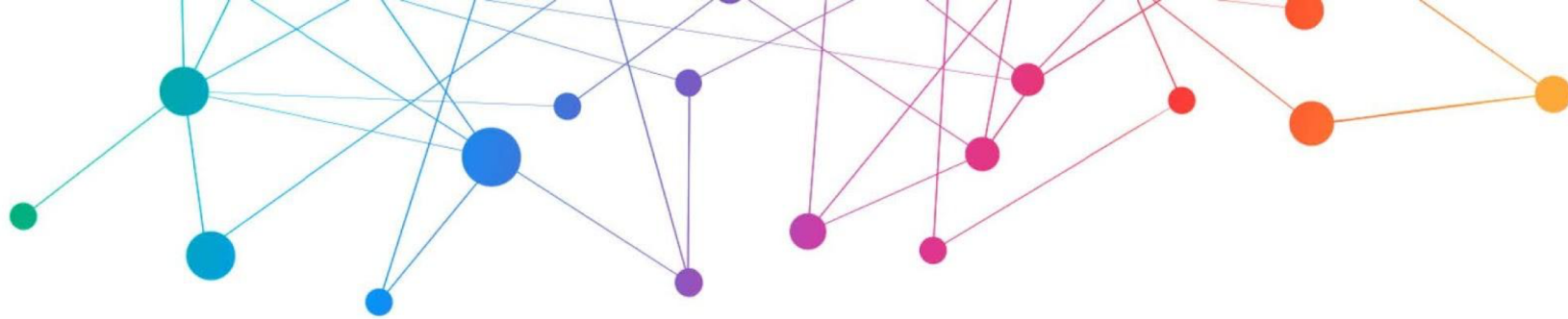


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# Introduction and Training – Five Guys Stores

- 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

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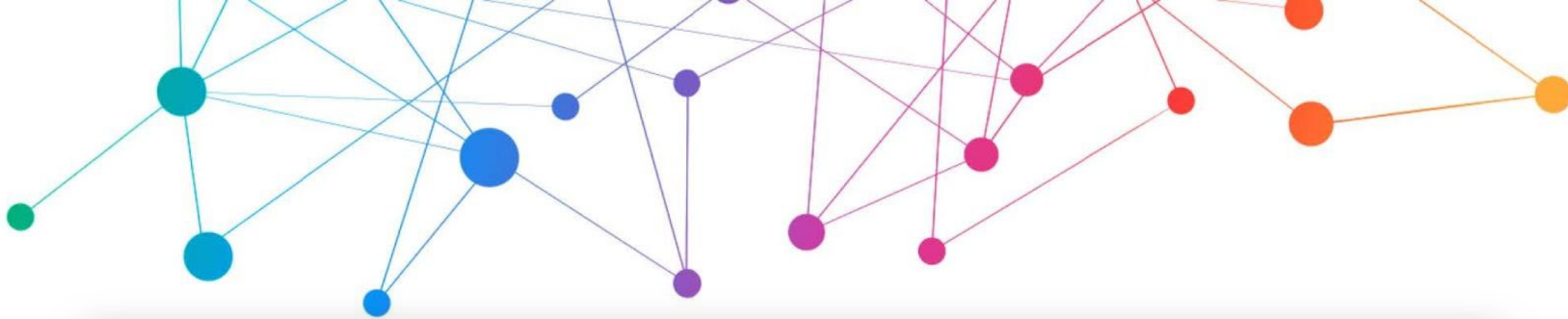


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# Implementation

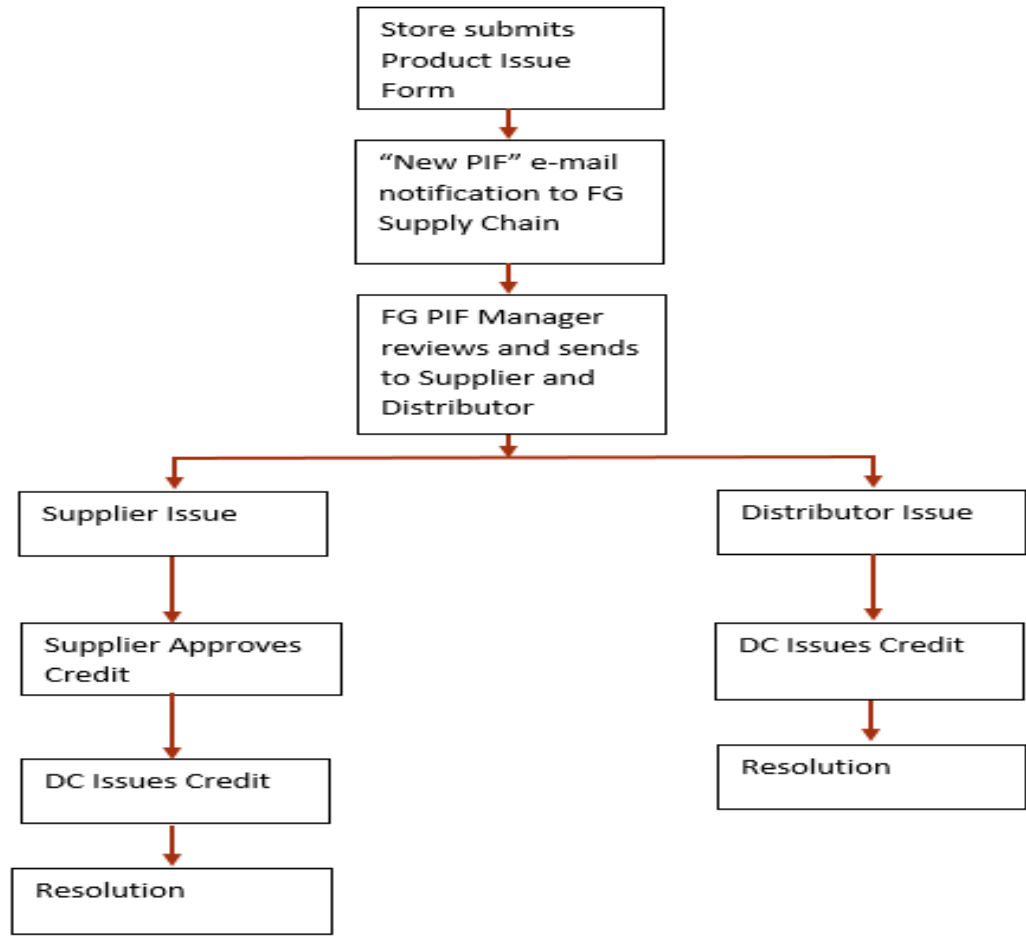
- Worked with International colleagues to develop report format and process flow
- Utilized existing store hardware for the FoodLogiQ App (Compliance Mate Tablet)
- First pilot completed in the UK (100+ stores) – January 2018
- North America pilot conducted April – August 2018
- “Ripped the band-aid off” September 2018
- Rolled out according to groups of DC’s over a 7 week period

**FIVE GUYS®**

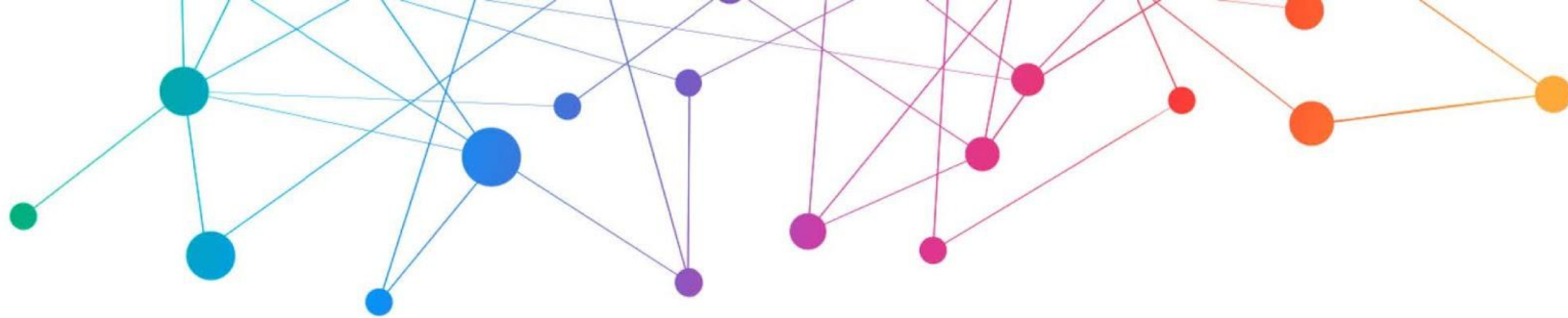


# reCONNECT 2019

APRIL 30 - MAY 2

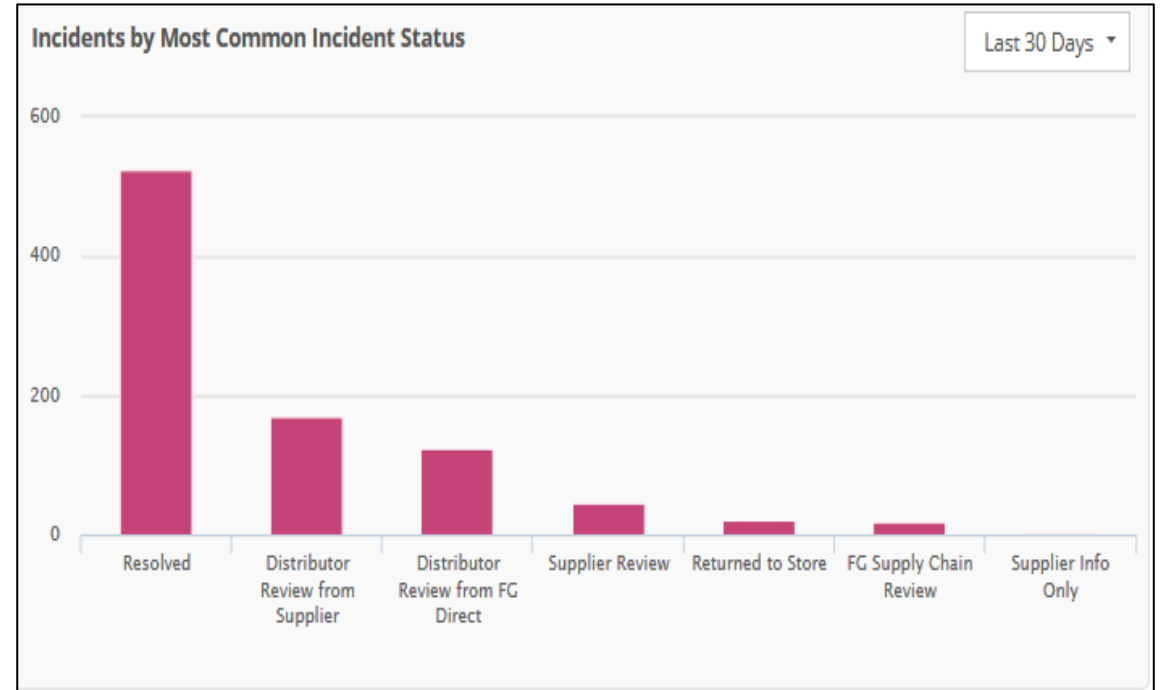


# FIVE GUYS®

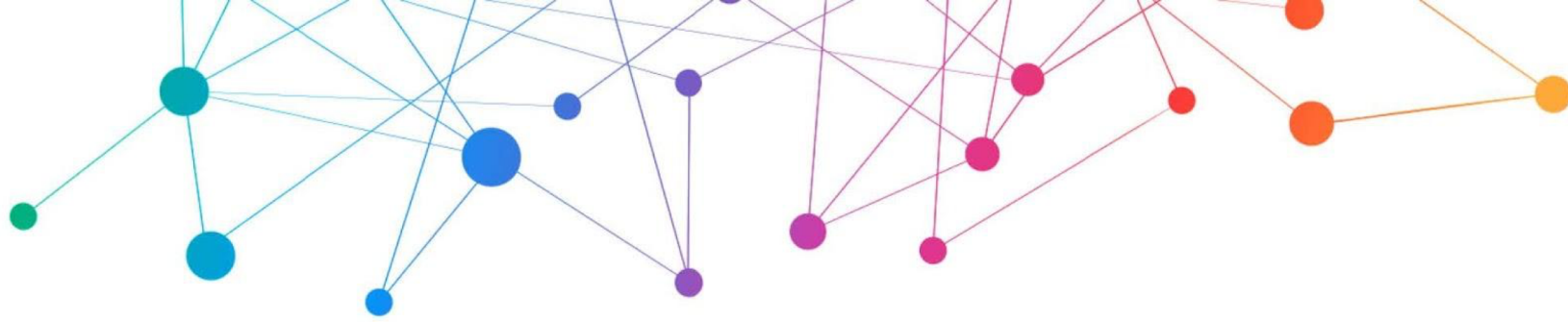


# Results and Success

- 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



**FIVE GUYS®**



**reCONNECT 2019**  
APRIL 30 - MAY 2

# Jason Brown

Dine Brands

# 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.



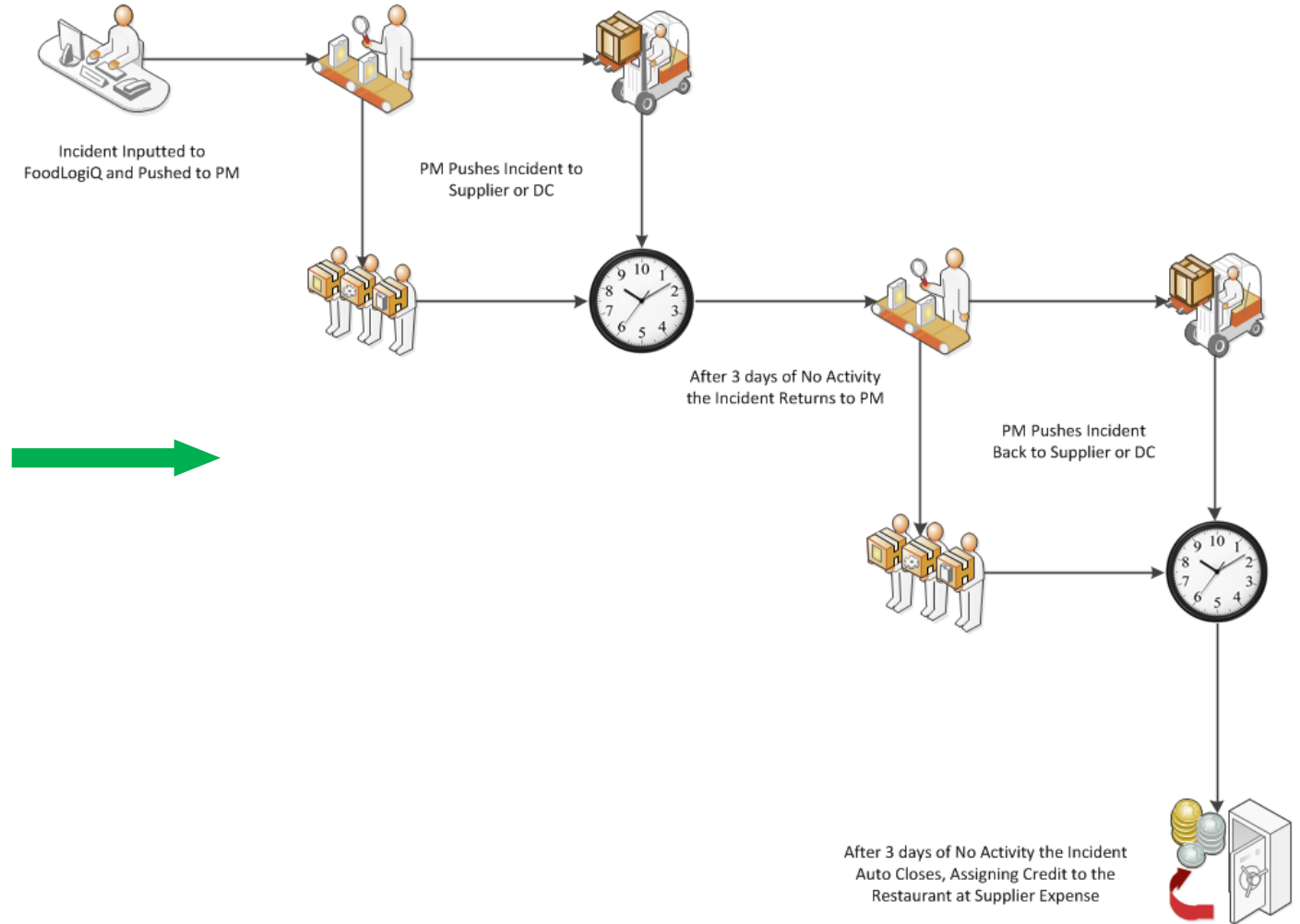
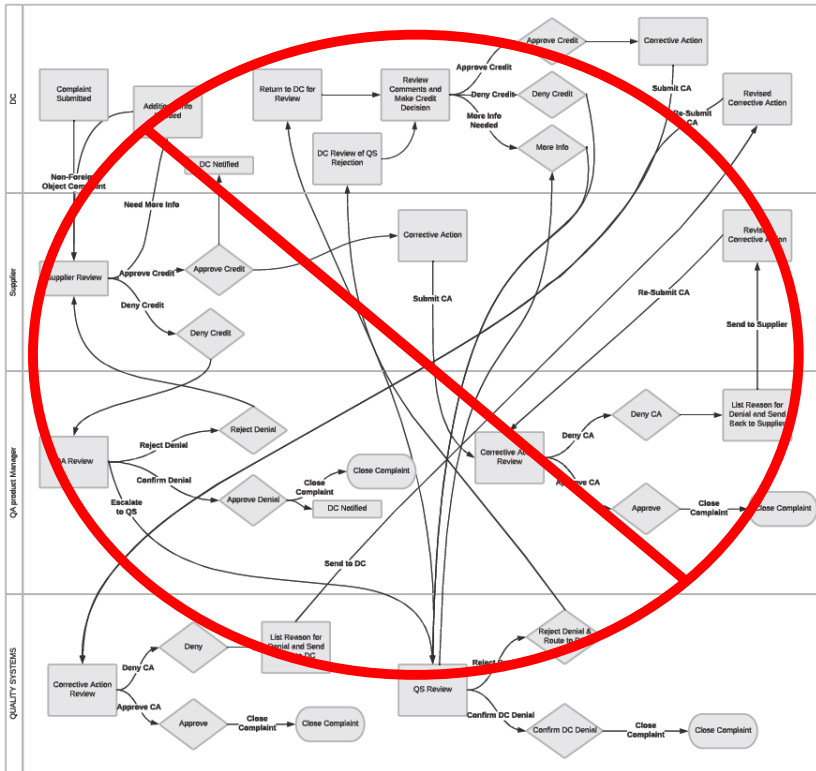


# Incident Management Initial Roll Out

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



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

FoodLogiQ Incidents > Report a New Incident

< Back to Incidents

Send to Dine Brands QA

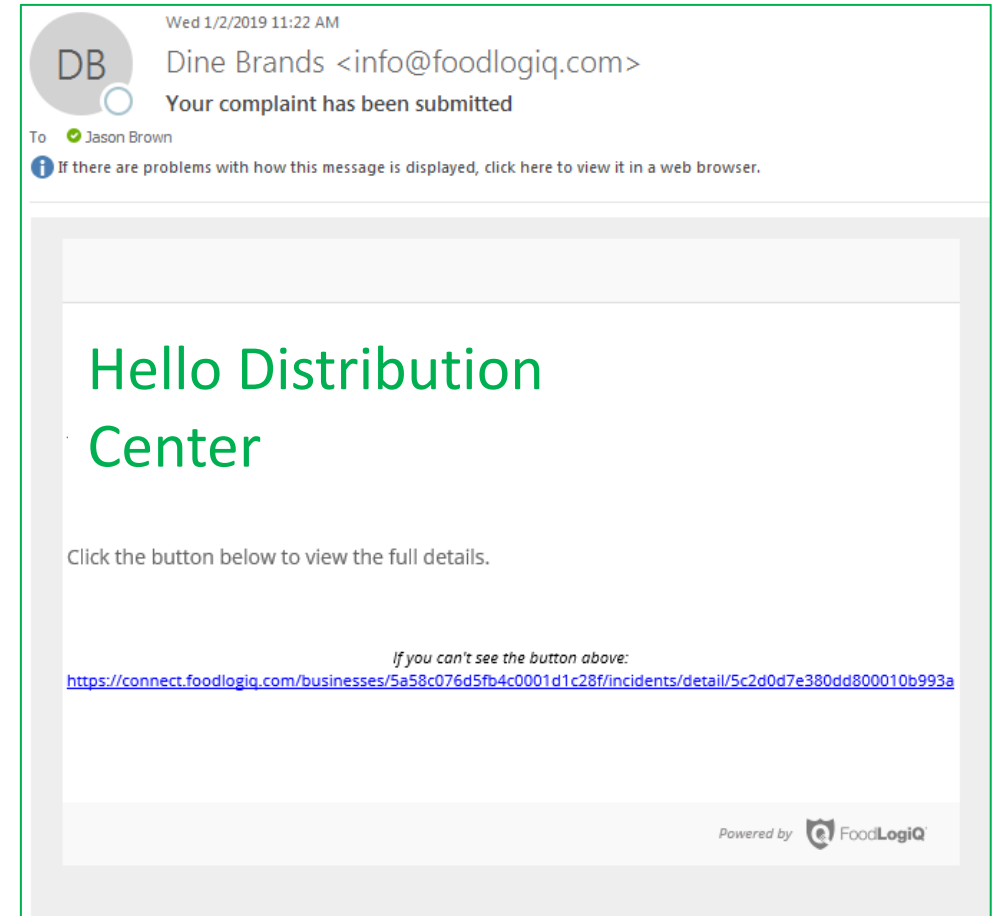
Incident Type  
Do Not Use - Testing Only

History  
Incident history will appear here after you create the incident

General  
Restaurant Reporting Complaint \*  
Select Location Location (GLN)  
Business Name \*  
Select Community  
Incident Date \*  
Jan 02, 2019 10:49 am pm  
Date Product Received Brand \*  
Restaurant Contact Name \* Restaurant Phone Number \*  
Distribution Center \* DC Invoice Number

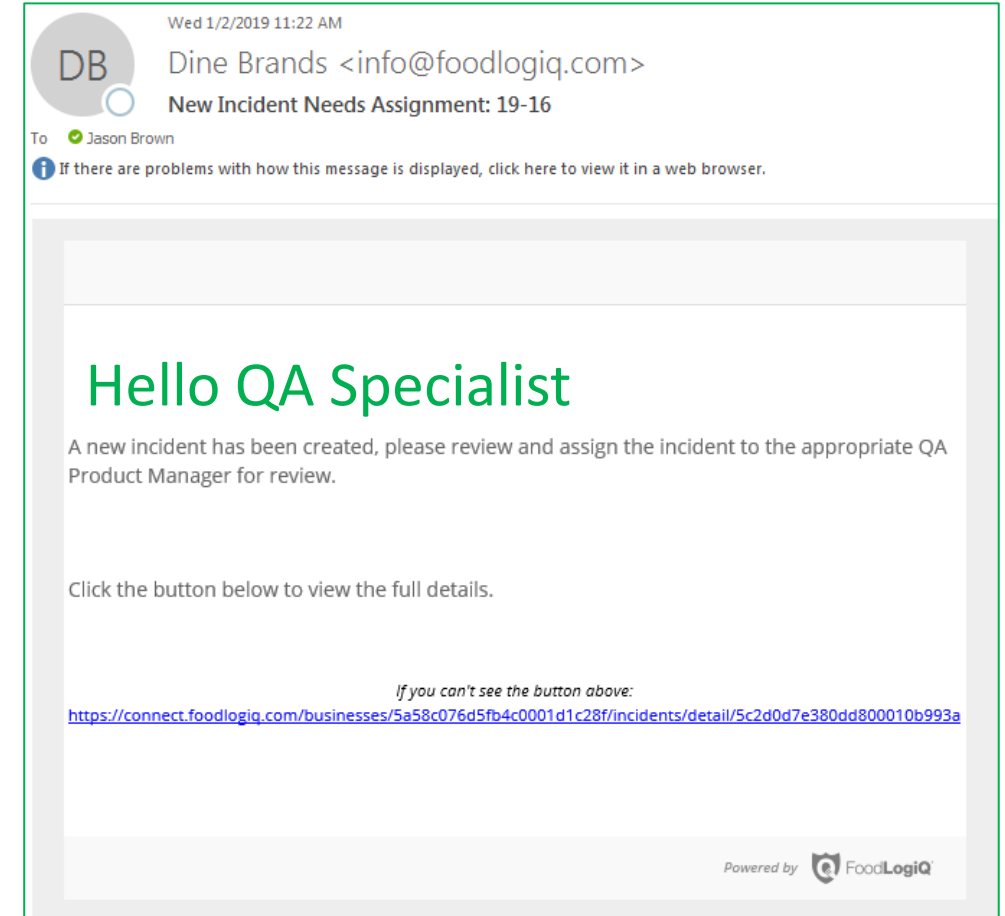
# Incident Management 2.0

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



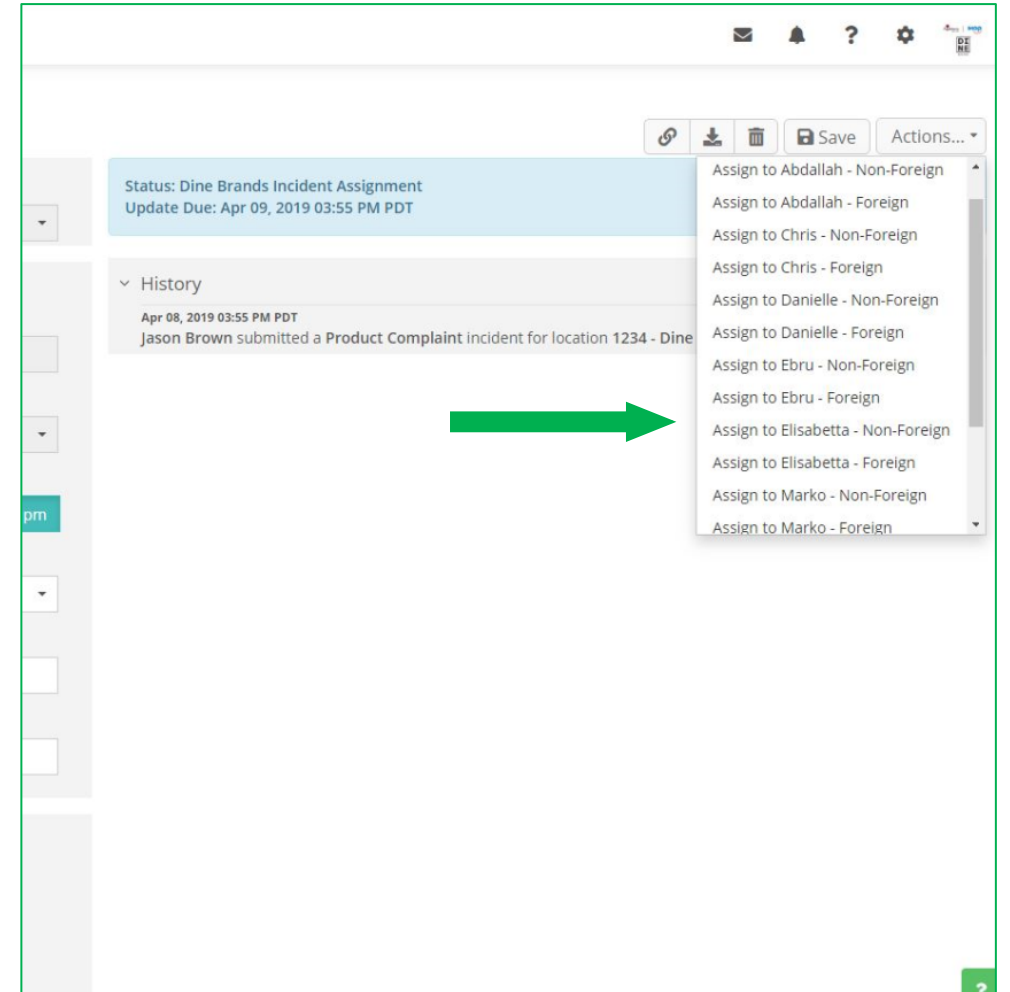
# Incident Management 2.0

- 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

 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.

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

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

# Incident Management 2.0

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

The screenshot displays the FoodLogiQ web application interface for incident management. The left sidebar contains navigation options: Dashboard, Reports, Connect Setup, Suppliers, Locations, Products, Workflows, Manage + Monitor, 2nd Party Audits, Assessments, Documents, Incidents (highlighted), Recall + Response, and Withdrawals. The main content area is titled 'Incidents > Details' and shows 'Incident 19-16'. The incident type is 'Do Not Use - Testing Only'. The general information includes: Restaurant Reporting Complaint (1234 - Dine Brands Demo Restaurant), Business Name (Dine Brands), Incident Date (Jan 02, 2019, 10:49 am), Date Product Received (Jan 01, 2019), Brand (Applebee's), Restaurant Contact Name (Manager), and Restaurant Phone Number (867-5309). A status bar indicates 'Status: PM Review Non-Foreign Object Complaint - Beef/Seasonings' with an update due on Jan 03, 2019. A history log shows the status change and submission. At the top right, there are action buttons: 'Send to Supplier' and 'Send to DC', both highlighted with a green box and a green arrow pointing to them.

# 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

The screenshot shows an email from Dine Brands (info@foodlogiq.com) titled "Non-Foreign Object Complaint from Dine Brands" sent to Jason Brown on Wednesday, 1/2/2019 at 11:52 AM. The email body includes a green heading "Hello Supplier," followed by a paragraph stating that a NON-FOREIGN OBJECT COMPLAINT has been submitted for a product the company produces, with a deadline to review and select a credit decision before January 04, 2019 at 07:49pm. A bulleted list of details follows: Incident ID# 19-16, Supplier: Dine Brands Supplier Test, Product Name: Beef for Processing 1212, Lot:, Best By Date: 02/0, Complaint Type: O, Complaint Details:, and Additional Comme. A green callout box highlights the response requirements: "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." The email footer includes a link to connect.foodlogiq.com and is powered by FoodLogIQ.

Wed 1/2/2019 11:52 AM

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

To Jason Brown

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 for Processing 1212
- Lot:
- Best By Date: 02/0
- Complaint Type: O
- Complaint Details:
- Additional Comme

Click the button below to

<https://connect.foodlogiq.com/>

Powered by FoodLogIQ

# Incident Management 2.0


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


The screenshot displays the FoodLogiQ interface for incident management. The top navigation bar includes the FoodLogiQ logo and the incident title "Incident 19-16". On the right side of the top bar, there are icons for link, download, delete, and save, followed by three buttons: "Approve Credit", "Deny Credit", and "Comment". A green arrow points to the "Approve Credit" button. The left sidebar contains a navigation menu with categories: "Dine Brands Supplier Test", "Connect Setup", "Manage + Monitor", and "Recall + Response". The main content area is divided into several sections: "Product Details" (Best By/Use By Date: Feb 01, 2019; Complaint Type: Off Odor/Flavor), "Complaint Details" (Steaks taste like pineapples; Quantity Affected: 1), "Unit of Measurement" (Pouch; Additional Comments: No photos available.), "Attach Documents/Pictures" (Photos or Documents), "Dine QA PM Review" (Feedback for Supplier), and "Supplier Review & Corrective Action".


# 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

Wed 1/2/2019 12:08 PM

 Dine Brands <info@foodlogiq.com>  
Supplier Credit Approved (Non-Foreign, Beef/Seasonings) - Complaint Closed

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 **approved credit** for Incident 19-16. The complaint is now closed.

- Incident ID: 19-16
- Restaurant: 1234 - Dine Brands Demo Restaurant
- Distribution Center: Complaint Test DC (Distributor Place)
- Supplier: Dine Brands Supplier Test
- Product Name: Beef or Seasoning - 1243  
Lot:
- Complaint Type: Off Odor/Flavor
- Complaint Details: Steaks taste like pineapples
- Supplier Comments:
- Supplier Corrective Action: We will stop using the pineapple knife on the steaks

Click the button below to view the full details.


*If you can't see the button above:*  
<https://connect.foodlogiq.com/businesses/5c07f842029a590001727a1b/incidents/detail/5c2d0d7e380dd800010b993a>


Powered by  FoodLogiQ


# 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

 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.

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

Powered by 

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

# 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

The screenshot displays the FoodLogiQ 'Incidents > Details' page for 'Incident 19-19'. The interface includes a left-hand navigation menu with options like Dashboard, Reports, Suppliers, Locations, Products, Workflows, and Incidents. The main content area is divided into several sections:

- Incident Type:** A dropdown menu currently set to 'Do Not Use - Testing Only'.
- General:** Contains fields for 'Restaurant Reporting Complaint' (set to '1234 - Dine Brands Demo Restaurant'), 'Business Name' (set to 'Dine Brands'), 'Incident Date' (set to 'Jan 02, 2019'), 'Date Product Received' (set to 'Jan 01, 2019'), 'Brand' (set to 'Applebee's'), 'Restaurant Contact Name' (set to 'Manager'), and 'Restaurant Phone Number' (set to '867-5309').
- Actions:** A row of buttons including 'Approve Credit Denial', 'Deny Credit Denial', and 'Send To DC'. A green box highlights these buttons, and a green arrow points from the 'History' section to the 'Approve Credit Denial' button.
- Status:** A blue banner displays the current status: 'Status: Supplier Credit Denied (Non-Foreign, Beef/Seasonings) - PM Review Required' and the 'Update Due: Jan 04, 2019 01:13 PM PST'.
- History:** A list of status changes with timestamps and descriptions, such as 'Jason Brown changed the status from Non-Foreign Object Complaint - Beef/Seasonings to Supplier Credit Denied (Non-Foreign, Beef/Seasonings) - PM Review Required.' and 'Jason Brown submitted a Do Not Use - Testing Only incident for location 1234 - Dine Brands Demo Restaurant.'



# 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

The screenshot displays the FoodLogiQ Incident Management 2.0 interface. The top navigation bar includes the FoodLogiQ logo and the text 'Incidents > Details'. A sidebar on the left lists various navigation options such as 'Dashboard', 'Reports', 'Suppliers', 'Locations', 'Products', 'Workflows', '2nd Party Audits', 'Assessments', 'Documents', 'Incidents', and 'Withdrawals'. The main content area shows details for 'Incident 19-25'. The 'Incident Type' is 'Do Not Use - Testing Only'. The 'General' section includes 'Restaurant Reporting Complaint \*', 'Business Name \*', 'Incident Date \*', and 'Date Product Received'. The 'Status' is 'Supplier Credit Approved (Foreign, Beef/Seasonings) - Corrective Action Review Required' with an 'Update Due' date of 'Jan 03, 2019 02:53 PM PST'. A 'History' section shows a timeline of status changes. At the top right of the incident details, there are buttons for 'Approve Corrective Action' and 'Deny Corrective Action'. A green arrow points from a text box to the 'Approve Corrective Action' button. The text box contains the following text: '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.

# 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.