



COMPLIANCEMATE™

Case Study:

Hattie B's Hot Chicken

With the **ComplianceMate™** system, **Hattie B's** was able to produce verifiable food safety data after a customer fell ill, satisfying health inspectors and removing **Hattie B's** as a potential culprit.

Hattie B's, a rising star in the world of Nashville-style hot chicken, has been on fire since opening in 2012. The Nashville-based brand has garnered nationwide acclaim from authorities like The Food Channel and The Daily Meal's list of America's 75 Best Fried Chicken Spots!

Then, the brand ran into every fast-growing restaurant chain's nightmare: the health inspector arrived after a consumer named them as a possible culprit in a foodborne-illness incident. The inspector was simply following protocol. According to the CDC, inspectors can identify any points of contamination "[b]y reviewing records from restaurants and stores where sick people ate or shopped."

Thankfully, Hattie B's had previously installed ComplianceMate's wireless sensors to continuously monitor and record temperatures inside cold-holding units. Further, their kitchen staff also completed checklists for HACCP and brand-specific compliance benchmarks, even incorporating corrective actions taken anytime an out-of-spec reading or entry was indicated. "Everything that touches food is in the ComplianceMate system," says John Lasater, Executive Chef at Hattie B's. "It covers all of our bases, everything health inspectors like to see."

As a result, Hattie B's was able to verify it had followed robust food safety protocols before, during, and after that consumer's visit. The inspector was thus able to cross Hattie B's off his list of suspects.

"Since we were able to show them all cooling and line check logs, ComplianceMate wiped us off the list of possible sources of the foodborne illness."

– John Lasater
Executive Chef, Hattie B's



ComplianceMate™ enabled **Hattie B's** to produce an unimpeachable record of temperatures and food safety practices from the days in question.

How ComplianceMate Works

ComplianceMate combines temperature monitoring with smart checklists, providing an end-to-end food safety system. For Hattie B's, the key was its data collection.

First, wireless temperature sensors are placed inside restaurant freezers and refrigerators, transmitting temperatures in real-time and generating automated alerts any time temperatures fall out of spec. The system eliminates the risk of workers missing food product being stored at dangerous temperatures, forgetting to log temps, entering them incorrectly or fraudulently, or misplacing the paper records. Thus, operators can view accurate, verified data from any web-enabled device at any time.

Second, smart digital checklists enable employees to quickly and efficiently work through the variety of customizable checks they conduct on a daily basis, gathering all the required data in a digital, time-stamped format. They can even log corrective actions when an anomaly comes up. All data is accessible through a central dashboard where it is searchable, actionable, and useful. In short, Hattie B's used data stored in the ComplianceMate system to demonstrate continuous, defensible compliance with all food safety practices.

How ComplianceMate Helped Hattie B's

Once Hattie B's personnel got the request from the health inspector, they simply narrowed down the date range in the ComplianceMate system and pulled up the relevant reports to hand over. They were able to select which readings they wanted, including time-temp logs, cooling logs, line checks, and more.

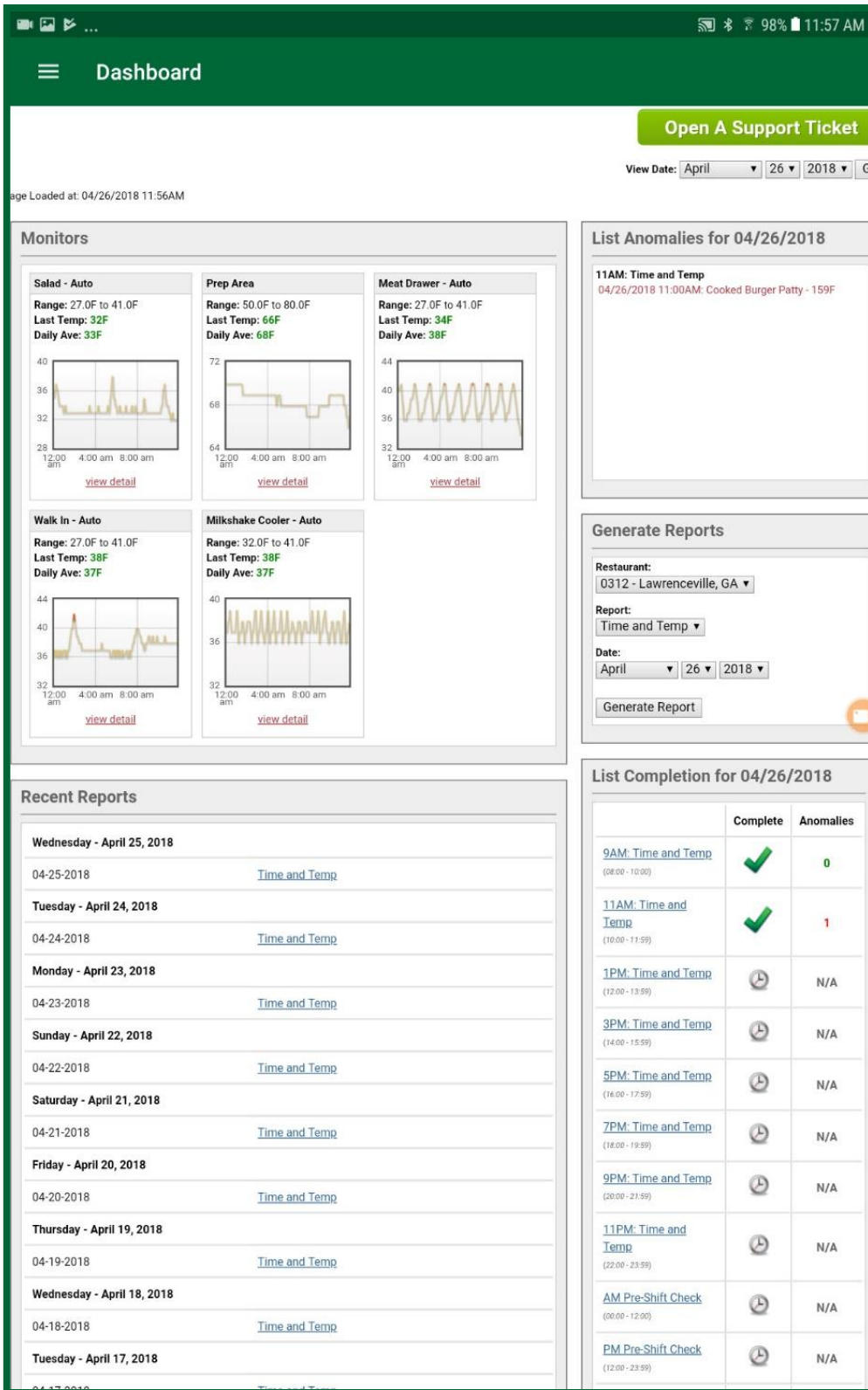
The system actively alerts users to anomalies—prompting, recording, and even sometimes suggesting corrective actions. Therefore, even if anomalies occurred, the ComplianceMate system enabled Hattie B's staff to take immediate action before food product would be exposed to conditions that would permit the growth of dangerous pathogens.

And because the system logs these actions alongside temperatures and other data, the system could prove it.

“Without this data, we couldn't necessarily be identified as the culprit,” says Hattie B's Executive Chef John Lasater, “but we couldn't be ruled out either. It would have been a black eye on our brand. Instead, we loved being able to get the information right away to satisfy the health inspector. It was a win-win for ComplianceMate and our store.”

“Simple-to-use technology like ComplianceMate is fantastic at enabling us to focus on guest experience so we can keep bringing people back.”

John Lasater, Executive Chef, Hattie B's



Sample Screen of ComplianceMate Dashboard

ComplianceMate consolidates all relevant food safety data in an easy-to-read and searchable dashboard. From this screen, users can drill down for more detail. Specific data captured can be customized to meet the unique needs of the brand.

To see more screens and learn more about the ComplianceMate system, visit ComplianceMate.com.



The ComplianceMate Solution

ComplianceMate has streamlined HACCP compliance checklist and cooler monitoring for **thousands of restaurant locations across the US, Canada, the EU, and the UAE**. Wireless sensors continuously monitor and record temperatures inside any cold-holding unit. Using the ComplianceMate app, users can also complete checklists for literally any HACCP or brand-specific compliance benchmarks, even incorporating visual documentation with photos and videos. **For more information, contact us today.**

About



CM Systems, LLC & ComplianceMate™

CM Systems, LLC provides monitoring systems for food safety compliance and operational effectiveness in various industry segments. Their principal product offering, ComplianceMate, offers real-time monitoring, both of equipment and Standard Operating Processes, within a restaurant operation including temperature monitoring (using wireless sensors), HACCP control, real-time reporting/list completion and remote management.

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Learn More

compliancemate.com



Hattie B's Hot Chicken

A family run restaurant that serves "Nashville Style" Hot Chicken and homemade sides in Nashville, TN; Memphis, TN; and Birmingham, AL. Coming soon to Atlanta, GA.

Email

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Learn More

hattieb.com

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Nash Melrose

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