

# PERFORMANCE TRACKER

## Do you track and measure standards within your operation?

Are you fully prepared for an EHO inspection; are your teams all wearing the correct uniform; are portions sizes meeting company standards; are you asking yourselves the correct operational questions?

Using IndiCater's online Performance Tracker, clients can comprehensively track and measure standards in EVERY operational aspect of an operation. Using a series of templates clients can create bespoke performance check lists by operational area, set scoring parameters, and even compare results against any previous audits. Clients who operate multiple sites, can benchmark results across the group.

## Typical Uses

The Performance Tracker is perfect for Health & Safety Audits; Cleaning Audits; Process Audits; and auditing ANY routine tasks that require checking and measuring against a company standard.

## How does the Performance Tracker Work?

Using an online template, quickly & simply set up the master operational areas to be audited such as front of house, kitchen, staff, and purchasing. Next create & personalize audit questions and define the total pass criteria. Finally, carry out an audit using 'Yes' and 'No' check boxes, and including any reasons for failures, and setting target dates for improvements. There is no limit to the number of times an operation can be audited.

The screenshot displays the IndiCater Performance Tracker interface. At the top, there is a navigation bar with the IndiCater logo and various icons for COMPANY, CONTENT, HR, OUTLETS, USER ACCESS, FINANCE, PURCHASING, CRM, RECIPE MGR, and SURVEYS. Below this is a secondary navigation bar with OUTLET LOGIN, MONITORING, REPORTS, and SETUP. The main content area is titled 'Outlet Monitoring' and includes a breadcrumb trail: Monitor Outlets | Monitoring Items | Executive Visits | Executive Movements. There are links for 'Add Section', 'Add Sub-Section', and 'Add Item'. The interface shows a checklist for 'Fire Safety' and 'First Aid' procedures, with columns for item ID, description, and a status indicator (a red 'X' in a circle). The 'Fire Safety' section includes items 1.A, 1.B, and 1.C. The 'First Aid' section includes items 1.A, 1.B, and 1.C. The 'Health and Safety' section includes items 1.A, 1.B, 1.C, and 1.D. All items have a red 'X' in a circle next to them, indicating they are not yet completed or are failing.

Item ID	Description	Status
<b>Fire Safety</b>		
<b>Fire Procedures</b>		
1. A	Is all Fire extinguishing equipment serviced on 6 month intervals?	✗
1. B	Are staff trained in the usage of different types of fire extinguishers?	✗
1. C	Are Evacuation practice procedures carried out on a 6 monthly / yearly basis?	✗
<b>First Aid</b>		
<b>Procedures</b>		
1. A	Have all staff been trained in procedures in the event of an accident?	✗
1. B	Are staff aware of the new legislation surrounding the Accident book & recording of events?	✗
1. C	During service is a First Aid trained member of staff available & present?	✗
<b>Health and Safety</b>		
<b>Evacuation procedures</b>		
1. A	Are all staff aware of evacuation procedures and muster points?	✗
1. B	Are staff made aware at the beginning of their shifts of who the duty manager is and how to contact them?	✗
1. C	Are there always staff on site that are trained in the use of the evac chair and how to use it safely?	✗
1. D	Are all exits and entrances kept accessible and clearly marked	✗

## What do the results look like?

Results are created in real time as soon as an audit is completed. A percentage score is given to each area audited as well as an overall total score. All scores are compared to any previous results and can additionally be compared across multiple sites if more than one operation has been audited.

## Next Steps

Meet the challenges of auditing and tracking performance in a systematic and structured manner using this web based system. This is a scalable system, used with equal ease by single sites and multiple location operators. IndiCater's Performance Tracker tool is licensed on a monthly basis and is just one of our SaaS hospitality solutions that can be implemented individually or collectively. Clients licensing this also enjoy using our Customer Survey tool and our Project Management Service, both providing additional value to any organization!

## Key functions

<b>OVERVIEW</b>	The Performance Tracker was originally developed for contract caterers as a replacement to their Excel system of monitoring and measuring how outlets were complying to a range of standards in food, staffing, health & safety, purchasing and finance. The Performance Tracker has since been tailored for a number of hospitality clients to include alerts, graphs and supplier vetting & approval process.
<b>STRUCTURE</b>	The option to set one standard audit formant for use throughout a company, or use the multiple versions to set up any number of different audit templates.
<b>SECTIONS</b>	Create as many sections as required including Health & Safety, Finance, Food Standards etc. Results can be monitored for each.
<b>SUB SECTIONS</b>	Optional Sub sections allows for the breakdown of questions into determined areas such as stores, kitchen fridges etc.
<b>QUESTIONS</b>	There is no limit to the number of questions that can be created. The default set up requires a question that needs a 'Yes' or 'No' answer i.e. 'A first Aid kit is available'.
<b>COMPLIANCE</b>	An optional 'Notes' section enables users to define any compliance standard for example, contents of a first Aid kit could be defined in 'Notes'.
<b>SCORING</b>	For all 'Yes' answers, one point is allocated. For all 'No' answers zero points are allocated. If N/A is selected, the question is ignored in the potential score. IndiCaters tailoring service can create alternative scoring systems if required. If 'No' is selected a prompt appears requesting action to achieve compliance – a target date is also required.
<b>AUDIT STATUS</b>	A summary status view enables users to see which audits are 'In Process' and which ones have been completed.
<b>SELF AUDITS</b>	Audits can be tagged as a Self-Audit or an External Audit and rules can be set differently in their treatment in reports. Audit types can have different terminology set to suit requirements.
<b>RESULTS</b>	A range of reports are available and can be presented per outlet, per department, by area, by region, by company or by other groupings such as by brand. Scores can additionally be viewed and compared by Section, by Outlet, by Area or by Company.
<b>REQUIRED ACTION</b>	An 'Outstanding Action' report is available to list all the tasks that require action showing a target date.