

QRC REPAIR AND MAINTENANCE PROGRAM

The objective of the revised Repair and Maintenance Program is to ensure thorough communications and documentation to improve planning for our Service Technicians. The new procedures are designed to help STs improve productivity, to increase the number of equipment repairs as well as complete Quarterly Preventive Maintenance Schedules.

QRC will create a “Shared Website” to maintain Weekly R&M Logs and Quarterly Preventive Maintenance Schedules. The “Shared Website” will allow GMs, RMs, and STs to review all documents daily and make the necessary updates. Please review each position's responsibility for effective execution of the program.

GENERAL MANAGER RESPONSIBILITIES:

- Immediately document any and all necessary repairs or maintenance issues on the weekly R&M Log. The date of the documented repair will automatically be populated for tracking purposes.
- Immediately notify your RM of any 911 Emergency Repairs. GMs will communicate with STs only while they are working in their restaurants. All other repair issues will be communicated through the RMs.
- GMs to document all repair completions or preventive maintenance scheduled items once the ST has completed the necessary work.
- GMs to review the current R&M Logs at weekly Manager Meetings to ensure all managers are aware of the necessary repairs each week.
- GMs to learn Trouble –Shooting equipment problems with STs whenever time permits.
- All Managers continuously coaching crewmembers on proper operation, cleaning and maintenance of all types of equipment.

REGIONAL MANAGER RESPONSIBILITIES:

- RMs will review all of their restaurant's RM logs early Monday AM to assess priorities and complete the STs weekly schedule. The ST's schedule, for the most part, should mirror the RM's weekly schedule unless priorities dictate otherwise. Once the weekly schedule has been completed the RM must approve any changes.
- RMs must review the R&M Logs to follow-up on priority repairs and proper documentation of work that has been completed.
- RMs to coordinate any and all Emergency Repairs that require an ST to leave a restaurant or home due to high priority issues.
- Issues that require a ST to leave a restaurant or home:
 - Hot Water
 - Walk-In Freezer
 - Walk-In Cooler
 - Dining Room AC/Heat
 - All Fryers Down
 - Flat Top not working
 - Broiler not working
 - Security Issue
 - Health Department Closure Issues

SERVICE TECH RESPONSIBILITIES:

- ST to review "Shared Website." Restaurant R&M Logs to establish weekly priorities. Then communicate with RM to create a weekly schedule. Again, the ST Schedule should mirror the RM Weekly Schedule when possible.
- ST to review R&M Logs each morning before arriving at a restaurant to attempt to purchase any necessary repair parts at the beginning of each day.
- At the end of each day the ST and MOD need to update the completed repairs on the R&M Logs to ensure proper documentation of completions.
- STs are required to complete a preventative maintenance checklist for all locations every QTR and list any findings on the document.
- Misc:
 - Any expense over \$500 needs DO approval
 - Any expense over \$1000 needs CEO approval