



CASE STUDY

Wendy's

Helping Wendy's maintain
a culture of quality.





Wendy's Legacy

Wendy's International, Inc. founder Dave Thomas once said, "You earn your reputation by the things you do every day." After opening the first Wendy's Old Fashioned Hamburgers restaurant in Columbus, Ohio, in 1969, he created and instilled a corporate culture keeping Wendy's reputation synonymous with quality.

Today, Wendy's management team continues to drive that same culture. When Joe Turner, CEO of First Sun Management Corp., became a Wendy's franchisee 30 years ago, his mission was to deliver customer satisfaction the way Dave Thomas did.

As a result, his business has grown into one of Wendy's largest franchisee groups, managing 47 Wendy's stores across 4 southeastern states.

Managing Quality

Wendy's quality assurance managers rely on in-store audits to provide insights on food safety, quality issues, and education needs. Management and staff must be committed to doing things right every day to ensure the food safety and quality of every item served—the very reputation they're responsible to maintain.

In 2001, Wendy's International streamlined store-level programs to gain efficiencies and improve evaluations. Their Quality Service and Cleanliness (QSC) program had been conducted for years, and they chose to restructure the program electronically, using RizePoint for its data collection and audit management software.

Simplified and Improved Audits

Seeing efficiencies at the corporate level, Joe Turner decided to test RizePoint for store-level assessments. Right away he noticed significant timesavings. Traditionally, audits were done manually. On the days of the in-store audits, inspectors would collect their paper forms, audit questionnaires, and reference sheets. Each audit would last about 4 hours, with the auditor handwriting all the notes and results on the forms.

An additional 2-4 hours of data entry and report creation would follow. By using RizePoint in place of the traditional paper-based system, all the necessary audit forms, questionnaires, and reference materials are available on their mobile device. When the data is input electronically and saved, the audit is complete—there is no need for additional data-entry or report creation.

"We get better metrics and insights through its reports and dashboards than we did with previous processes," said Turner, "It helps us save time—which saves money. It also helps us identify and make improvements quicker."

Benefits

All the data collected by the in-store audits is available to Wendy's International management team. They can access any store's data at any time, and review it immediately. This helps give corporate managers the immediate performance picture they need, without having to go through several steps/individuals at the store level.

Essential for Owners/Operators

RizePoint's mobile and cloud-based architecture is highly customizable to address a wide range of needs and industries. Turner emphasizes, "RizePoint's ease of use allows for accurate, timely intelligence gathering, which would help any organization improve operational quality and ultimately improve revenue and profitability."

"By using RizePoint for our in-store audits, we've simplified and improved our process for identifying performance gaps. As a result of our improved quality, our store sales have improved."



Joe Turner, CEO

First Sun Management Corp., a Wendy's Franchisee Company





**EMPOWERING YOU TO BUILD
A HIGH PERFORMANCE ORGANIZATION.**

RizePoint – formerly Steton Technology Group – is the global leader in software solutions that proactively safeguard enterprise compliance—for both internally-imposed standards and externally-imposed regulations. RizePoint software is purpose-built to clearly align and unify field teams, regional management, and executive leadership around the organization’s compliance performance. Our customers gather better data, see necessary actions earlier, and act faster to correct issues before they become costly liabilities. Considered the industry standard for food service, hospitality, and retail, RizePoint mobile and cloud-based solutions serve nearly 2 million audits with 200 million questions answered annually.



FIND OUT how RizePoint can help you improve your operation today.

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RIZEPOINT BY THE NUMBERS

1.67 million

Audits Per Year

285,000

Users

27,000

Hotels and Resort Properties

120

Countries and Territories

39

Languages Supported