

Master Progress Dashboard

Plan	Edition	Owner	Start	Target End	Status
Customer Order Pacing					
Table-Turn Time					
Kitchen Ticket-Time Consistency					
Order Accuracy and Remakes					
Labor-Hours Forecasting					
Shift Deployment					
Station and Pre-Shift Readiness					
Average Guest Check					
Guest Complaint Recovery					
Food-Waste Reduction					
Training Completion and Task Mastery					
Daily Sales and Operating-Factor Review					

Status definitions

Status	Meaning
Not Started	No baseline work has begun.
Baseline	Definitions and representative evidence are being established.
Training	Standard is defined and employees are learning or practicing.
Active	Controlled execution, observation, and coaching are underway.
Verification	Results and protections are being confirmed.
Sustained	Improved method is documented with an ongoing owner and review rhythm.
Stopped / Redesigned	Evidence did not support continuation in the current form.

Weekly Review Record

Project Information		Entry		
Plan				
Edition		☐ 30-Day ☐ 60-Day		
Owner				
Review date				
Days covered				
Primary measure				
Result	Primary Cause	Decision	Owner	Due

Required review questions

- ☐ Did definitions or data collection change?
- ☐ What evidence improved, remained unchanged, or worsened?
- ☐ What unusual operating factors affected the period?
- ☐ Did another metric or protection deteriorate?
- ☐ What one action must be completed before the next review?

Coaching and Observation Record

Project Information		Entry	
Plan / Standard			
Employee or role observed			
Observer			
Date / shift			
Operating conditions			
Observed Behavior or Condition	Expected Standard	Coaching / Support Given	Follow-Up

Fair-coaching verification

- ☐ The standard had already been explained and practiced.
- ☐ Tools, staffing, workload, and system barriers were considered.
- ☐ Feedback described observable behavior rather than character.
- ☐ The employee had an opportunity to ask questions and try again.
- ☐ Follow-up evidence and ownership were documented.

Troubleshooting Guide

Problem	Check First	Corrective Response
Employees resist the change	Were purpose, protections, and employee input explained?	Re-launch the explanation; address valid barriers; coach observable behavior privately.
Data is incomplete	Are definitions, tools, observation times, and ownership clear?	Pause conclusions; repair collection; extend the baseline or test.
Results initially worsen	Is this a learning effect, capacity problem, or genuine harm?	Reduce scope, retrain, and use a controlled pilot; stop if protections are threatened.
Managers stop following through	Is one owner accountable and are reviews scheduled?	Reset ownership, due dates, and visible review rhythm.
Target appears unrealistic	Was it based on baseline evidence and operating constraints?	Adjust only with documented evidence and approval—not to hide weak execution.
One shift improves and another does not	What differs in volume, staffing, leadership, mix, or conditions?	Segment the evidence and correct the specific constraint.
Speed improves but quality declines	Was a boundary metric omitted?	Reverse the harmful method and redesign with quality protection.
An event distorts results	Was it documented and is it likely to recur?	Report both ordinary and event-affected results; retain the event for future forecasting.

Final Verification and Sustainment Record

Project Information	Entry
Plan	
Edition	☐ 30-Day ☐ 60-Day
Owner	
Start / end	
Primary measure	
Baseline / final	

- ☐ Measurement definitions remained consistent.
- ☐ The baseline was representative and trustworthy.
- ☐ The standard was documented, trained, practiced, and observed.
- ☐ The primary result improved or the final decision explains why it did not.
- ☐ Safety, quality, hospitality, fairness, legal compliance, and workload were protected.
- ☐ Exceptions and operating factors were recorded.
- ☐ The ongoing owner and review rhythm are documented.

Final decision

☐ Standardize ☐ Extend controlled test ☐ Redesign ☐ Stop

Evidence supporting decision: _____

Ongoing owner: _____ Review rhythm: _____ Next review: _____

Certificate of Verified Improvement

THE GRAVITY SYSTEM

VERIFIED IMPROVEMENT

This record confirms that

Restaurant / Location: _____

Improvement Plan: _____

Accountable Manager: _____

Implementation Dates: _____

Verified Result: _____

completed the Gravity measurement–standard–training–execution–verification process and documented continued ownership of the improved method.

Manager Signature: _____ Date: _____

Owner / GM Verification: _____ Date: _____