

Plan 3: Kitchen Ticket-Time Consistency

30-DAY OUTCOME Reduce unpredictable and extreme ticket times while maintaining recipe, temperature, presentation, and safety standards.

Control	Plan Requirement
Plan owner	_____
Start and end dates	_____ to _____
Baseline period	_____
Primary shift/daypart	_____
Supporting roles	_____

Measures and targets

Measure	Baseline	Day-30 Target	Actual
Median ticket time	_____	_____	_____
90th-percentile ticket time	_____	_____	_____
Longest ticket by period	_____	_____	_____
Tickets outside standard	_____	_____	_____
Station completion spread	_____	_____	_____
Remakes caused by timing	_____	_____	_____

Recommended target boundaries

- Reduce tickets outside standard by at least 30%
- Reduce 90th-percentile ticket time by at least 15%
- Reduce station completion spread on multi-station tickets
- No deterioration in food-quality or safety checks

Likely causes to test—not assume

- Incomplete station readiness
- Unbalanced station workload
- Poor call-backs and fire sequencing
- Batch order entry from dining room
- Late identification of long tickets

Minimum operating standard

- Standards vary by menu category and order complexity
- Expo calls and stations acknowledge priorities

- Long tickets are identified before exceeding the standard
- Speed never overrides temperature, allergen, recipe, or safety controls

Training requirements

- Ticket reading and sequencing
- Station call-backs
- Expo control and escalation
- Recovery from volume surges

The 30-Day Action Calendar

Day	Phase	Required Action
1	Measure	Export or record ticket times by item category and period
2	Measure	Measure median, 90th percentile, and outliers—not average alone
3	Measure	Observe station workload during three peak periods
4	Measure	Identify readiness, equipment, staffing, menu, and communication causes
5	Measure	Set category standards and escalation points
6	Define	Share baseline findings with managers and confirm no coaching began early
7	Define	Approve the target, definitions, and data owner
8	Define	Publish station and expo timing standards
9	Define	Train call-backs, priorities, and long-ticket alerts
10	Define	Verify pars, backups, equipment, and mise en place
11	Train/Pilot	Pilot a five-minute peak-period ticket review rhythm
12	Train/Pilot	Debrief the pilot with cooks, expo, runners, and managers
13	Train/Pilot	Observe the pilot without rescuing every difficulty
14	Train/Pilot	Revise the standard only when evidence supports the change
15	Train/Pilot	Confirm every affected employee received training
16	Execute	Apply the rhythm on every peak shift
17	Execute	Track the first station delay on each outlier ticket
18	Execute	Adjust deployment or prep for repeating bottlenecks

Day	Phase	Required Action
19	Execute	Practice surge recovery and honest guest-delay communication
20	Execute	Compare median and 90th-percentile performance
21	Execute	Hold a ten-minute mid-plan review with assigned owners
22	Execute	Document exceptions, causes, and corrective actions
23	Execute	Recheck the highest-risk handoff
24	Stress-Test	Stress-test on the busiest forecasted shift
25	Stress-Test	Audit food quality alongside speed
26	Stress-Test	Correct menu items or processes producing repeated extremes
27	Stress-Test	Complete final data comparison and station review
28	Verify/Hold	Lock standards, alerts, and weekly outlier analysis
29	Verify/Hold	Obtain employee feedback on usability
30	Verify/Hold	Assign the ongoing report owner

Weekly Review Record

Review	Result	Primary Cause	Decision / Owner	Due
Day 7				
Day 14				
Day 21				
Day 27				
Day 30				

Day-30 Verification

- Was the baseline measured consistently? ☐ Yes ☐ No
- Was the standard trained and observed? ☐ Yes ☐ No
- Did the primary metric improve? ☐ Yes ☐ No
- Were safety, quality, hospitality, and fairness protected? ☐ Yes ☐ No
- Decision: ☐ Standardize ☐ Extend controlled test ☐ Redesign ☐ Stop

Sustainment rule: Review outlier tickets weekly by station and item; update pars and deployment when patterns change.

Manager verification: _____ Date: _____ Next review: _____