

Plan 4: Order Accuracy and Remake Reduction

30-DAY OUTCOME Reduce errors by controlling the entire order path: guest communication, POS entry, kitchen interpretation, preparation, expo, and delivery.

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
Remakes per 100 entrées	_____	_____	_____
POS-entry errors	_____	_____	_____
Modification errors	_____	_____	_____
Kitchen-preparation errors	_____	_____	_____
Expo/runner delivery errors	_____	_____	_____
Remake cost and recovery time	_____	_____	_____

Recommended target boundaries

- Reduce remakes per 100 entrées by at least 30%
- Achieve 100% documented cause classification
- Reduce repeated modification errors
- Recover every affected guest through the approved process

Likely causes to test—not assume

- Incomplete read-back
- Unclear POS modifiers
- Recipe or allergy ambiguity
- Expo verification gaps
- Wrong-table or seat-number delivery

Minimum operating standard

- Clarify and confirm unusual orders before leaving the table

- Use approved POS modifiers and seat numbers
- Kitchen acknowledges critical modifications
- Expo verifies item, modification, table, and presentation before release

Training requirements

- Order confirmation language
- POS modifier and seat use
- Allergy escalation
- Expo and food-runner verification

The 30-Day Action Calendar

Day	Phase	Required Action
1	Measure	Define remake and error categories
2	Measure	Audit 30 recent remakes or begin a five-day log
3	Measure	Trace each error to the first failed control
4	Measure	Calculate remake frequency and estimated cost
5	Measure	Select the three highest-frequency error patterns
6	Define	Share baseline findings with managers and confirm no coaching began early
7	Define	Approve the target, definitions, and data owner
8	Define	Repair modifier buttons, recipes, or communication instructions
9	Define	Train order confirmation and critical-modifier procedures
10	Define	Train kitchen acknowledgment and expo verification
11	Train/Pilot	Practice accurate food-running with table and seat numbers
12	Train/Pilot	Pilot the error log and immediate coaching process
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	Review every remake before shift end
17	Execute	Coach the first failed control rather than blaming the last handler
18	Execute	Post temporary reminders for the top error

Day	Phase	Required Action
		patterns
19	Execute	Recognize accurate execution during high volume
20	Execute	Compare errors per 100 entrées with baseline
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	Audit critical modifications and allergy handling
25	Stress-Test	Verify repaired POS buttons and recipe references
26	Stress-Test	Complete final remake and cost comparison
27	Stress-Test	Document unresolved equipment or menu-design risks
28	Verify/Hold	Lock the monthly accuracy review and ownership
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 every remake daily and the top three error patterns weekly until they remain controlled for eight weeks.

Manager verification: _____ Date: _____ Next review: _____