

Plan 7: Station and Pre-Shift Readiness

30-DAY OUTCOME Ensure every service-critical station, supply, employee, system, and contingency is ready before demand arrives.

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
Readiness checklist completion	_____	_____	_____
Critical items missing at opening	_____	_____	_____
Mid-shift stockouts	_____	_____	_____
Equipment failures found after opening	_____	_____	_____
Late prep tasks	_____	_____	_____
Preventable service interruptions	_____	_____	_____

Recommended target boundaries

- 100% of critical readiness items verified, corrected, or escalated before service
- Reduce preventable mid-shift interruptions by at least 40%
- Zero unassigned critical readiness items
- Document and correct every failed readiness check

Likely causes to test—not assume

- Checklist completion without physical verification
- Unclear ownership
- Par levels do not match forecasts
- Equipment is not tested
- Managers begin service without a readiness decision

Minimum operating standard

- Check, physically verify, correct, and sign—not merely initial
- Use forecast-adjusted pars

- Test critical equipment and POS functions
- Manager declares ready, conditional, or not ready before service

Training requirements

- Station readiness standards
- Forecast-adjusted pars
- Equipment checks
- Manager readiness decision

The 30-Day Action Calendar

Day	Phase	Required Action
1	Measure	List every service-critical readiness condition
2	Measure	Observe three openings and record failures discovered after service begins
3	Measure	Separate station, staffing, equipment, product, facility, and information gaps
4	Measure	Assign ownership and verification authority
5	Measure	Set readiness deadlines by daypart
6	Define	Share baseline findings with managers and confirm no coaching began early
7	Define	Approve the target, definitions, and data owner
8	Define	Build concise station and manager checklists
9	Define	Train physical verification and exception reporting
10	Define	Pilot forecast-adjusted pars and backup locations
11	Train/Pilot	Run a formal readiness walk
12	Train/Pilot	Revise items that are vague, duplicated, or unactionable
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	Use the process every shift
17	Execute	Track late corrections and mid-shift interruptions
18	Execute	Coach false sign-offs immediately
19	Execute	Review recurring equipment and purchasing issues

Day	Phase	Required Action
20	Execute	Compare preventable interruptions 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	Conduct an unannounced readiness audit
25	Stress-Test	Test one contingency for a missing product or failed tool
26	Stress-Test	Finalize escalation and conditional-opening rules
27	Stress-Test	Complete final readiness score
28	Verify/Hold	Lock checklist ownership and weekly trend review
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: Complete and verify readiness every shift; review recurring failures weekly and revise pars monthly.

Manager verification: _____ Date: _____ Next review: _____