

Plan 4: Order Accuracy and Remake Reduction

60-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-60 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 60-Day Guided Action Calendar

Day	Phase	Required Action
1	Learn/Measure	Define remake and error categories
2	Learn/Measure	Review the completed step with the plan owner; clarify questions and document what was learned
3	Learn/Measure	Audit 30 recent remakes or begin a five-day log
4	Learn/Measure	Repeat the step on a second representative shift or sample before accepting the result
5	Learn/Measure	Trace each error to the first failed control
6	Learn/Measure	Explain the purpose to the affected employees and confirm understanding in plain language
7	Learn/Measure	Calculate remake frequency and estimated cost
8	Learn/Measure	Observe the process without taking over; record where additional instruction is needed
9	Learn/Measure	Select the three highest-frequency error patterns
10	Learn/Measure	Coach one identified gap, allow another attempt, and document the evidence of improvement
11	Define/Prepare	Share baseline findings with managers and confirm no coaching began early
12	Define/Prepare	Check the result against safety, quality, hospitality, fairness, and workload boundaries
13	Define/Prepare	Approve the target, definitions, and data owner
14	Define/Prepare	Review the completed step with the plan owner; clarify questions and document what was learned
15	Define/Prepare	Repair modifier buttons, recipes, or communication instructions

Day	Phase	Required Action
16	Define/Prepare	Repeat the step on a second representative shift or sample before accepting the result
17	Define/Prepare	Train order confirmation and critical-modifier procedures
18	Define/Prepare	Explain the purpose to the affected employees and confirm understanding in plain language
19	Define/Prepare	Train kitchen acknowledgment and expo verification
20	Define/Prepare	Observe the process without taking over; record where additional instruction is needed
21	Train/Practice	Practice accurate food-running with table and seat numbers
22	Train/Practice	Coach one identified gap, allow another attempt, and document the evidence of improvement
23	Train/Practice	Pilot the error log and immediate coaching process
24	Train/Practice	Check the result against safety, quality, hospitality, fairness, and workload boundaries
25	Train/Practice	Observe the pilot without rescuing every difficulty
26	Train/Practice	Review the completed step with the plan owner; clarify questions and document what was learned
27	Train/Practice	Revise the standard only when evidence supports the change
28	Train/Practice	Repeat the step on a second representative shift or sample before accepting the result
29	Train/Practice	Confirm every affected employee received training
30	Train/Practice	Explain the purpose to the affected employees and confirm understanding in plain language
31	Guided Execution	Review every remake before shift end
32	Guided Execution	Observe the process without taking over; record where additional instruction is needed
33	Guided Execution	Coach the first failed control rather than blaming the last handler
34	Guided Execution	Coach one identified gap, allow another attempt, and document the evidence of improvement
35	Guided Execution	Post temporary reminders for the top error patterns
36	Guided Execution	Check the result against safety, quality,

Day	Phase	Required Action
		hospitality, fairness, and workload boundaries
37	Guided Execution	Recognize accurate execution during high volume
38	Guided Execution	Review the completed step with the plan owner; clarify questions and document what was learned
39	Guided Execution	Compare errors per 100 entrées with baseline
40	Guided Execution	Repeat the step on a second representative shift or sample before accepting the result
41	Guided Execution	Hold a ten-minute mid-plan review with assigned owners
42	Guided Execution	Explain the purpose to the affected employees and confirm understanding in plain language
43	Guided Execution	Document exceptions, causes, and corrective actions
44	Guided Execution	Observe the process without taking over; record where additional instruction is needed
45	Guided Execution	Recheck the highest-risk handoff
46	Guided Execution	Coach one identified gap, allow another attempt, and document the evidence of improvement
47	Stress-Test	Audit critical modifications and allergy handling
48	Stress-Test	Check the result against safety, quality, hospitality, fairness, and workload boundaries
49	Stress-Test	Verify repaired POS buttons and recipe references
50	Stress-Test	Review the completed step with the plan owner; clarify questions and document what was learned
51	Stress-Test	Complete final remake and cost comparison
52	Stress-Test	Repeat the step on a second representative shift or sample before accepting the result
53	Stress-Test	Document unresolved equipment or menu-design risks
54	Stress-Test	Explain the purpose to the affected employees and confirm understanding in plain language
55	Verify/Hold	Lock the monthly accuracy review and ownership
56	Verify/Hold	Observe the process without taking over; record where additional instruction is needed

Day	Phase	Required Action
57	Verify/Hold	Obtain employee feedback on usability
58	Verify/Hold	Coach one identified gap, allow another attempt, and document the evidence of improvement
59	Verify/Hold	Assign the ongoing report owner
60	Verify/Hold	Check the result against safety, quality, hospitality, fairness, and workload boundaries

Weekly Review Record

Review	Result	Primary Cause	Decision / Owner	Due
Day 10				
Day 20				
Day 30				
Day 40				
Day 50				
Day 60				

Day-60 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: _____