



THE GRAVITY RESTAURANT LEADERSHIP SYSTEM

The Gravity Implementation & Verification System

How to install The Standard, prove adoption, close gaps, and protect progress

GRV-IV01–GRV-IV30

A written standard is not an installed system

A policy can be approved, distributed, and still fail in daily work.

Availability

People can find the correct version.

Adoption

People understand and use it.

Effectiveness

The intended result is demonstrated.

GRV-IV connects intent to evidence through ownership, controls, training, rollout, verification, correction, and renewal.

The Standard moves through seven steps

- | | | |
|----------|-----------------------------|----------------------------------|
| 1 | Name the Goal | Define outcome and scope |
| 2 | Face the Gap | Examine evidence and constraints |
| 3 | Set the Standard | Approve criteria and evidence |
| 4 | Build the System | Configure controls and ownership |
| 5 | Train the People | Build demonstrated competence |
| 6 | Work the Standard | Launch and verify adoption |
| 7 | Protect the Progress | Audit, certify, sustain, renew |

GRV-IV verifies implementation—it does not own every subject

GRV-IV owns

Plan, rollout, evidence, adoption verification, audit, corrective action, readiness gates, sustainment

Owning system controls

Subject definitions, operating standards, required records, approvals, and permanent controls

Qualified reviewers retain

Law, safety, food code, labor, accessibility, privacy, accounting, security, and regulated decisions

GRV-IV28 means

Internal readiness only—not certification, legal opinion, permit, assurance, or third-party attestation

Thirty tools follow the same goal path

ONE CONTROLLED LANGUAGE

GRV-IV01 through GRV-IV30

- Stable tool ID and official purpose
- Named owner and approval state
- Evidence source, date, and limitation
- Decision, due date, verifier, and next review
- No uncontrolled local duplicates

Tool ID	Goal Step	Tool Name	Owner	Frequency
GRV-IV01	Name the Goal	Goal & Outcome Charter	Executive Sponsor	Pre implementation
GRV-IV02	Name the Goal	Stakeholder & Decision Owner Map	Implementation Lead	Pre implementation; update on change
GRV-IV03	Name the Goal	Scope, Boundary & Dependency Record	Implementation Lead	As charter; on change
GRV-IV04	Name the Goal	Implementation Case & Success Measures	Sponsor/Finance Owner	As approval; quarterly
GRV-IV05	Face the Gap	Current State Evidence Review	System Owner	As baseline; major review
GRV-IV06	Face the Gap	Gap, Cause & Constraint Analysis	Implementation Lead	Pre material gap
GRV-IV07	Face the Gap	Risk, Barrier & Readiness Assessment	Risk System Owner	Before design and launch
GRV-IV08	Face the Gap	Priority & Sequencing Decision	Sponsor/Implementation Lead	As planning; on material change
GRV-IV09	Set the Standard	Standard Definition & Acceptance Criteria	System Owner	Before build; on revision
GRV-IV10	Set the Standard	Source Authority & Version Control Record	Standards Owner	Pre controlled standard
GRV-IV11	Set the Standard	Evidence, Measurement & Sampling Plan	Verification Lead	Before pilot; on measure change
GRV-IV12	Set the Standard	Approval, Exception & Change Control Plan	Change Authority	Before launch; per change
GRV-IV13	Build the System	Process & Control Design Map	Process Owner	During design; annual
GRV-IV14	Build the System	Ownership, RACI & Escalation Matrix	Implementation Lead	Before pilot; on role change
GRV-IV15	Build the System	Resource, Capacity & Budget Readiness	Sponsor/Resource Owners	Before pilot and launch
GRV-IV16	Build the System	Task, Form & Record Configuration	System Records Owner	Before pilot; on change
GRV-IV17	Build the System	Pilot & Pre-launch Readiness Review	Sponsor/Verification Lead	Before launch
GRV-IV18	Train the People	Role-Based Learning & Communication Plan	Training/Communication Owner	Before rollout; on change
GRV-IV19	Train the People	Trainer Readiness & Delivery Control	Training Owner	Before each delivery cycle
GRV-IV20	Train the People	Practice, Demonstration & Competency Record	Trainer/System Owner	Pre required competency
GRV-IV21	Train the People	Support, Reinforcement & Adoption Plan	Manager/System Owner	As rollout; weekly until stable
GRV-IV22	Work the Standard	Launch & Controlled Rollout Plan	Implementation Lead	Pre rollout
GRV-IV23	Work the Standard	Daily/Weekly Implementation Control	System Owner	Daily/weekly during rollout
GRV-IV24	Work the Standard	Observation & Adaptation Verification	Verification Lead	Pre sample plan
GRV-IV25	Work the Standard	Issue, Exception & Correction Action Record	System Owner	Pre issue or exception
GRV-IV26	Protect the Progress	Internal Audit & Evidence Review	Audit/Verification Lead	Quarterly/annual; risk based
GRV-IV27	Protect the Progress	Effectiveness & Outcome Verification	Trainer/System Owner	As mission; quarterly
GRV-IV28	Protect the Progress	Readiness Certification & Management Sign-Off	Executive Sponsor	As go/no-go; annual review
GRV-IV29	Protect the Progress	Sustainment, Review & Improvement Plan	System Owner	As rollout; quarterly
GRV-IV30	Protect the Progress	Annual System Renewal & 90-Day Readiness	Executive Sponsor	Annual

1. Name the Goal before choosing activity

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NAME THE GOAL | OPERATING TOOL

Goal & Outcome Charter

Tool ID	GRV-IV01	Owner	Executive Sponsor
Goal step	Name the Goal	Frequency	Per implementation

Purpose: Defines the intended outcome, reason, decision owner, beneficiaries, time horizon, and conditions that make the goal complete.

GOAL

Goal ID		Decision owner	
Outcome		Beneficiaries	
Why now			

COMPLETION

Time horizon	_____	Success condition	_____
Non-negotiables	_____	Safeguards	_____
Decision date	_____		

CONTROL

Sponsor		Implementation lead	
Review cadence		Approval	
Next gate			

MANAGEMENT REVIEW

Reviewed by	_____	Review date	_____
Decision/action	_____	Next gate/review	_____

Control note: Use the approved version of GRV-IV01. Record criteria, source, sample, evidence, limitation, owner, decision, due date, and verification. An internal readiness decision does not replace qualified compliance, legal, safety, financial, employment or third-party authority.

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- State the condition that must change
- Name the decision owner and stakeholders
- Define scope, exclusions, and dependencies
- Approve measures before work begins

2. Face the Gap with evidence—not assumption

FOUR CONTROLLED QUESTIONS

What is happening?

Use current evidence and state its limits.

Why is it happening?

Separate cause, symptom, and constraint.

What could block change?

Assess risk, capacity, readiness, and resistance.

What moves first?

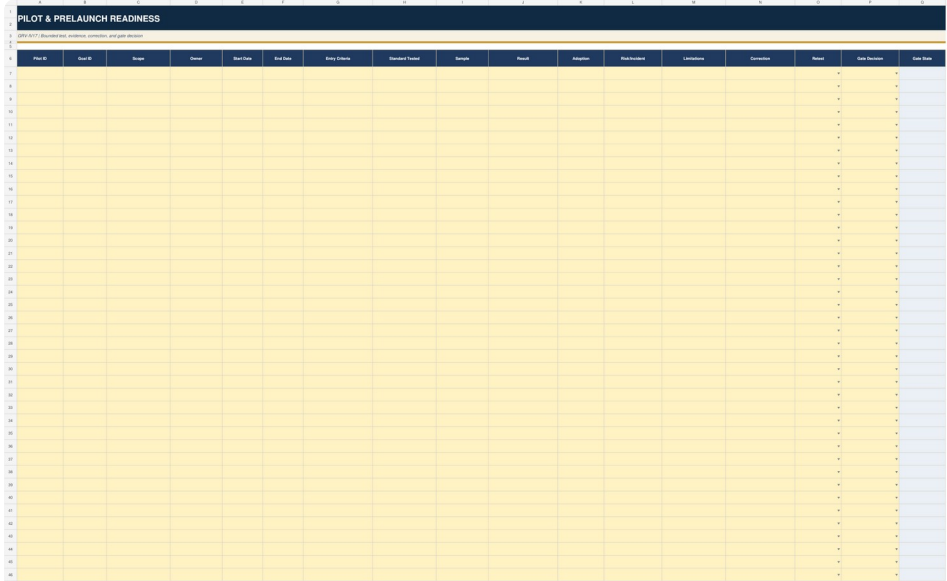
Sequence by impact, dependency, and exposure.

CURRENT STATE, GAP, CAUSE & CONSTRAINT																
2025-2026 and 2027 - Strategic documents, plans, documents, and policies																
Region ID	Region ID	Region Name	Region Name	Gap	Need	Performance Measure	Performance Measure	Project Status	Project Status	Capacity Constraint	Need	Need/Gap Cause	Need	Gap Cause	Gap Cause	

Pilot at bounded scale before rollout

A PILOT MUST ANSWER

- Who and where are included?
- What is the success threshold?
- What safety or rollback trigger applies?
- Who may approve expansion?
- What evidence will be retained?

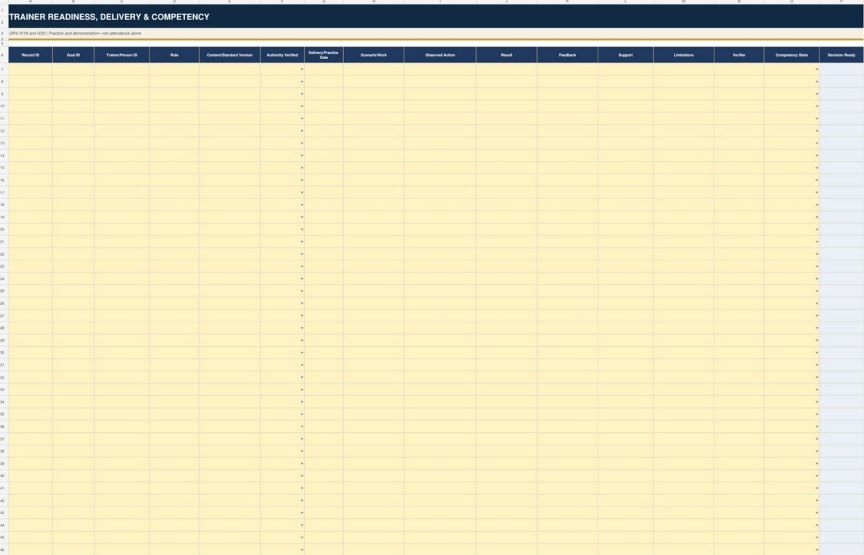


The screenshot shows a web-based checklist titled "PILOT & PRELAUNCH READINESS". The table has 17 columns: Plan ID, Lead ID, Project, Owner, Start Date, End Date, Entry Criteria, Standard Format, Sample, Format, Approval, Stakeholder, Location, Context, Status, Data Source, and Exit Date. The table is currently empty, with all cells highlighted in yellow. The interface includes a search bar at the top and a scrollable table area.

No pilot proceeds with an unresolved stop condition.

5. Train for demonstrated competence—not attendance

- Train by role and decision authority
- Prepare and verify the trainer
- Require practice or demonstration
- Record gaps, support, and reassessment
- Protect concerns and escalation routes



The screenshot shows a spreadsheet titled "TRAINER READINESS, DELIVERY & COMPETENCY". The spreadsheet has a header row with the following columns: Record ID, Role ID, Trainer/Person ID, Role, Underdeveloped Topics, Activity/Verbal, Delivery/Nonverbal, Assessment/Check, Standard Action, Record, Feedback, Support, Evidence, Notes, Competency Date, and Record Date. The main body of the spreadsheet consists of many rows, each with a yellow background, and a final column on the right with a light blue background. The rows are numbered 1 through 25 on the left side.

Completion says a session occurred. Competence says the person can work The Standard.

6. Roll out in controlled waves

Entry

Approved standard, trained roles, controls ready

Wave

Named population, timing, owner, and support

Exit

Thresholds achieved and evidence reviewed

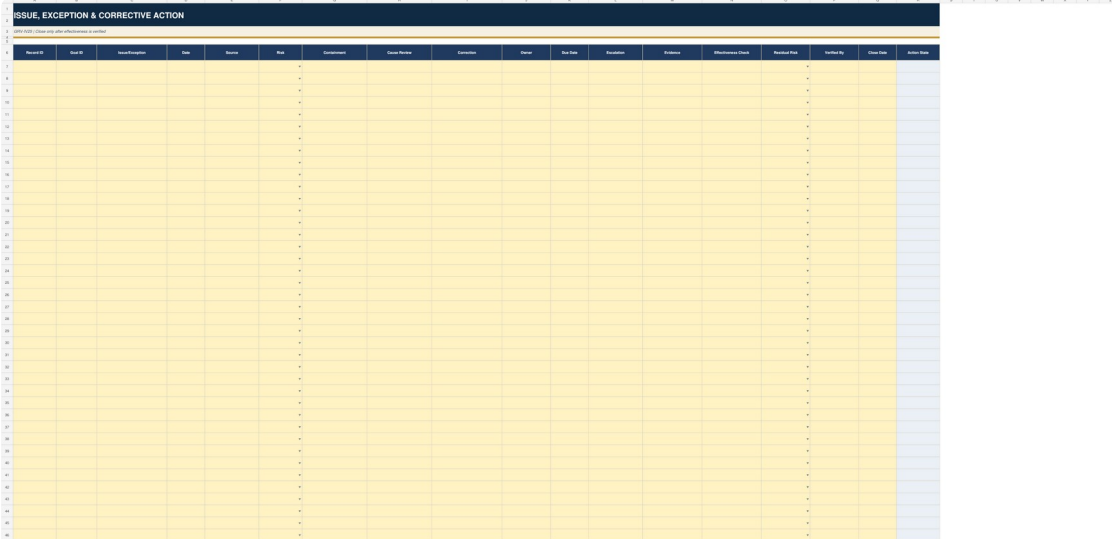
Rollback

Trigger, authority, containment, communication

LAUNCH & CONTROLLED ROLLOUT PLAN															
2021-2022: When and where to launch, rollout, and pause															
Wave ID	Start ID	Wave Name	Owner	Launch Date	Entry Criteria	Communication	Readiness Score	Support	Risk	Rollback Trigger	Exit Criteria	Open Location	Rollback	Support ID	Wave Name
1															
2															
3															
4															
5															
6															
7															
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Corrective action closes only after effectiveness

- 1 Contain exposure
- 2 Identify cause
- 3 Assign correction
- 4 Verify completion
- 5 Test effectiveness



The screenshot shows a software interface for tracking issues, exceptions, and corrective actions. The title bar reads "ISSUE, EXCEPTION & CORRECTIVE ACTION". Below the title is a table with the following columns: Issue ID, Issue ID, Issue Description, Date, Status, Risk, Completion, Open Date, Duration, Owner, Due Date, Location, Evidence, Effectiveness Date, Next Step, Priority, Open Date, and Effect Date. The table contains many rows, most of which are empty, indicating a large capacity for tracking issues.

Closing a task is not the same as removing the cause.

Audit criteria, sample, evidence, limitation, follow-up

- Use defined criteria and competent reviewers
- Choose and document a defensible sample
- Distinguish fact, inference, and limitation
- Protect independence and worker participation
- Assign follow-up and verify closure

[illegible]

Internal readiness certification has a strict boundary

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PROTECT THE PROGRESS | OPERATING TOOL

Readiness Certification & Management Sign-Off

Tool ID	GRV-IV28	Owner	Executive Sponsor
Goal step	Protect the Progress	Frequency	At gate; annual renewal

Purpose: Documents the internal management decision that defined readiness criteria are met, conditionally met, or not met.

CERTIFICATION

Certification ID	_____	System/scope	_____
Gate	_____	Sponsor	_____
Decision date	_____		

CRITERIA

Standard met	_____	Ownership active	_____
Training verified	_____	Adoption verified	_____
Issues controlled	_____	Evidence current	_____

SIGN-OFF

Status	_____	Conditions	_____
Expiration	_____	Signatories	_____
Next review	_____		

MANAGEMENT REVIEW

Reviewed by	_____	Review date	_____
Decision/action	_____	Next gate/review	_____

Control note: Use the approved version of GRV-IV28. Record criteria, source, sample, evidence, limitation, owner, decision, due date, and verification. An internal readiness decision does not replace qualified compliance, legal, safety, financial, employment or third-party authority.

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- Confirm required gates and unresolved conditions
- Name the evidence and reviewer
- Record limitations and expiration
- Choose ready, conditional, or not ready
- Never represent internal sign-off as external approval

The workbook turns rollout into live control



Use yellow cells for controlled inputs

Formula columns derive status

Review exceptions before averages

Do not rename sheets or overwrite formulas

Weekly review and checks protect progress

[illegible]

- Review overdue, blocked, and failed conditions
- Decide: continue, change, stop, escalate, or expand

[illegible]

- Confirm evidence and limitations
- Assign owner, due date, verifier, and next review

Start with three records

- GRV-IV01** Name the goal and outcome
- GRV-IV09** Define The Standard and acceptance criteria
- GRV-IV11** Approve evidence, measurement, and sampling

Then run GRV-IV23, clear the installation checks, and verify adoption before declaring success.

