

The Gravity Facilities & Maintenance System

A complete operating system for equipment readiness, facility care, repair control, preventive maintenance, service vendors, downtime, capital planning, and management verification.

OPERATING MANUAL

GRV-FM01-GRV-FM30 | Complete Elite Release | Founding Year Free Access

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1. Central Purpose

Purpose: Controls the physical restaurant so equipment, utilities, dining areas, back-of-house spaces, service vendors, repairs, inspections, and capital decisions do not live only in memory, emergencies, or informal text messages.

Truth: What condition are the building, equipment, utilities, and service environments actually in today?

Cost: What does neglect cost in downtime, food loss, guest damage, emergency repair, staff frustration, safety exposure, and lost confidence?

System: Create visible inspection rhythms, preventive maintenance, repair authority, vendor control, downtime records, capital planning, and renewal decisions.

Elite operating standard: every repeated problem must move from opinion to evidence, from evidence to decision, and from decision to verified practice.

2. What This System Controls

- Owner and review cadence
- Operating records and source evidence
- Approval thresholds and decision authority
- Routine checks and exception handling
- Corrective action and renewal rhythm
- Handoffs to adjacent Gravity systems
- Approved local customization without uncontrolled duplicate versions
- Management review that turns facts into visible action

3. Architecture and Boundaries

GRV-FM uses 30 stable tool IDs across six operating areas. The system controls its own records and does not replace another system's source authority.

Tool range	Operating area
GRV-FM01-GRV-FM05	Facility Governance & Asset Control
GRV-FM06-GRV-FM10	Daily Readiness & Physical Condition
GRV-FM11-GRV-FM15	Preventive Maintenance & Service Rhythm
GRV-FM16-GRV-FM20	Repair, Downtime & Vendor Control
GRV-FM21-GRV-FM25	Capital Planning & Renewal
GRV-FM26-GRV-FM30	Verification, Scorecards & Corrective Action

Boundary Rules

Food Safety & Sanitation: GRV-FS owns food-safety verification, sanitation controls, and inspection findings. GRV-FM owns equipment/facility condition and the repair path that supports safe operation.

Risk & Continuity: GRV-RC owns emergency response and continuity. GRV-FM owns preventive care, routine repair, service vendors, and physical-condition readiness.

Profitability: GRV-P uses repair cost and downtime evidence for profit decisions; GRV-FM owns the maintenance record and recommended repair/capital action.

4. Governance, Roles and Authority

Role	Authority
Owner / Executive Sponsor	Approves system use, major thresholds, investments, and renewal decisions.
GM / System Owner	Owns the weekly/monthly operating rhythm, evidence quality, action closure, and escalation.
Department Manager	Maintains assigned tools, completes reviews on frequency, and corrects failed checks.
Qualified Reviewer	Reviews sensitive, legal, safety, employment, financial, privacy, or technical matters when required.

Authority rule: no tool is live until an owner, frequency, evidence location, and review path are known.

5. Operating Rhythm

Cadence	Required behavior
Daily	Complete front-line checks, record exceptions, protect service and guest/staff safety.
Weekly	Review open records, failed controls, repeated patterns, and highest-value corrections.
Monthly	Update scorecard, measure trends, review owner decisions, and close or escalate actions.
Quarterly	Re-rank risk/priority, update roles, retire outdated forms, and reset the 90-day plan.
Annual	Renew standards, validate source authority, and decide capital/strategy priorities.

6. Data, Records and Evidence Standards

- Use one approved current version of every tool.
- Name the source report, owner, date, limitation, and decision.
- Do not overwrite completed records; archive them in a controlled location.
- Do not use estimates as final evidence without labeling them as preliminary.
- When the record touches law, safety, health, privacy, payroll, or employment action, use qualified review.
- Retire obsolete drafts when a new version is approved.

7. Tool Directory by Operating Area

1. Facility Governance & Asset Control

ID	Tool	Owner	Frequency	Operating purpose
GRV-FM01	Facility Asset Register	Facilities Owner	At setup; quarterly	Creates one controlled list of critical building, equipment, utility, and service assets.
GRV-FM02	Equipment Criticality & Risk Ranking	GM / Facilities Owner	Quarterly	Ranks assets by service impact, safety dependency, downtime cost, food loss risk, and replacement urgency.
GRV-FM03	Facility Responsibility Map	Owner / GM	At setup; on change	Names who owns daily condition, repairs, vendor contact, approvals, and follow-up for each area.
GRV-FM04	Approved Vendor & Service Contact Register	GM	At setup; quarterly	Controls approved repair vendors, emergency contacts, warranty contacts, and service-level notes.
GRV-FM05	Maintenance Budget & Approval Matrix	Owner / GM	Quarterly; on change	Defines spending authority, approval thresholds, emergency exceptions, and documentation requirements.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

2. Daily Readiness & Physical Condition

ID	Tool	Owner	Frequency	Operating purpose
GRV-FM06	Daily Facility Walk Checklist	Manager on Duty	Daily	Verifies guest areas, restrooms, entrances, parking, lighting, temperature, visible damage, and urgent hazards.
GRV-FM07	Opening Equipment Readiness Check	Opening Manager / Kitchen Manager	Every opening shift	Confirms essential kitchen, bar, service, POS-adjacent, refrigeration, and holding equipment readiness before service.
GRV-FM08	Closing Facility Condition Log	Closing Manager	Every closing shift	Records end-of-day physical condition, unresolved repair needs, locked areas, shut-down tasks, and next-day warnings.
GRV-FM09	Restroom & Guest-Area Condition Audit	FOH Manager	Daily and peak periods	Protects guest trust by verifying high-visibility facilities, odor, cleanliness, supplies, lighting, and repair needs.
GRV-FM10	BOH Condition & Workflow Safety Review	Kitchen Manager	Weekly	Reviews prep, line, dish, storage, flooring, traffic flow, equipment placement, drainage, and workflow hazards.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

3. Preventive Maintenance & Service Rhythm

ID	Tool	Owner	Frequency	Operating purpose
GRV-FM11	Preventive Maintenance Calendar	Facilities Owner	Monthly	Schedules planned maintenance by asset, vendor, owner, interval, evidence, and next due date.
GRV-FM12	Refrigeration & Cold-Holding Equipment Service Log	Kitchen Manager	Weekly; per service	Tracks condition, service work, temperatures as supporting evidence, door seals, coils, gaskets, and repair history.
GRV-FM13	Cooking Equipment Care & Service Log	Kitchen Manager	Weekly; per service	Controls cleaning, calibration support, service history, repair symptoms, and operating condition of cooking equipment.
GRV-FM14	HVAC, Hood & Ventilation Service Record	Owner / Facilities Owner	Monthly; per service	Tracks HVAC comfort, hood performance, filter service, vendor inspections, and unresolved airflow concerns.
GRV-FM15	Dish Machine & Warewashing Equipment Readiness Log	Kitchen Manager	Daily; weekly review	Confirms operating condition, leaks, service needs, rack flow, chemical-feed issues, and escalation path.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

4. Repair, Downtime & Vendor Control

ID	Tool	Owner	Frequency	Operating purpose
GRV-FM16	Repair Request Intake Form	Any Manager	Per issue	Captures the problem, severity, location, photo/evidence link, impact, temporary control, owner, and due date.
GRV-FM17	Repair Priority & Approval Decision	GM / Owner	Per material repair	Prioritizes repairs by guest impact, safety, food loss, downtime, cost, and business continuity.
GRV-FM18	Downtime & Service Interruption Log	Manager on Duty	Per interruption	Records equipment or facility downtime, service effect, workaround, lost product/time, and verification of recovery.
GRV-FM19	Vendor Service Work Verification	Receiving Manager / GM	Per vendor visit	Confirms what was serviced, parts used, invoice match, remaining issue, warranty note, and next action.
GRV-FM20	Warranty, Lease & Service Contract Tracker	GM / Finance Owner	Quarterly	Tracks warranty periods, lease obligations, contracted service terms, expiration dates, and renewal decisions.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

5. Capital Planning & Renewal

ID	Tool	Owner	Frequency	Operating purpose
GRV-FM21	Capital Replacement Watchlist	Owner / GM	Quarterly	Identifies assets nearing replacement by age, repair history, downtime, parts availability, and service risk.
GRV-FM22	Repair-vs-Replace Decision Worksheet	Owner / GM	Per major asset decision	Compares repair cost, replacement cost, downtime, expected useful life, risk, financing, and timing.
GRV-FM23	Facility Improvement Project Charter	Owner / GM	Per project	Defines scope, purpose, budget, owner, approval, schedule, guest/staff impact, dependencies, and success measure.
GRV-FM24	Renovation / Disruption Control Plan	Project Owner	Per disruption	Controls service continuity, communication, safety, staging, contractor access, operating limits, and reopening checks.
GRV-FM25	Annual Facility Renewal Roadmap	Owner / GM	Annual	Converts facility condition, repairs, guest impact, and capital needs into a staged renewal plan.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

6. Verification, Scorecards & Corrective Action

ID	Tool	Owner	Frequency	Operating purpose
GRV-FM26	Weekly Open Repair Review	GM	Weekly	Reviews open repair requests, status, risk, due dates, costs, owner action, and blocked items.
GRV-FM27	Monthly Facility Scorecard	Owner / GM	Monthly	Scores readiness, open repairs, downtime, vendor response, capital risk, and repeated physical-condition failures.
GRV-FM28	Maintenance Corrective Action Log	Facilities Owner	Per failure	Closes repeated failures with cause, action, evidence, owner, due date, and verification.
GRV-FM29	Quarterly Facility Audit & Photo Record	GM / Owner	Quarterly	Creates a documented physical-condition record by area, asset class, issue level, correction, and follow-up.
GRV-FM30	90-Day Facility Control Improvement Plan	Owner / GM	Quarterly	Turns the highest facility risks into a controlled 90-day improvement plan with milestones and verification.

Area review question: What fact did this area make visible that was previously hidden, delayed, disputed, or handled by memory?

8. 90-Day Installation Plan

Phase	Management focus
Days 1-30 Stabilize	Launch the most visible controls, assign owners, clean up source records, and stop unmanaged exceptions.
Days 31-60 Standardize	Train managers, set evidence rules, connect handoffs, and begin weekly review discipline.
Days 61-90 Scale	Use scorecards, analyze patterns, close corrective action, and approve the next 90-day improvement plan.

9. Dashboard and Scorecard Measures

- Open actions
- Overdue actions
- High-priority failures
- Control completion rate
- Corrective-action closure rate
- Owner review current
- Next 90-day priority
- Evidence missing or stale
- Repeat failure count
- Qualified review required

10. Corrective Action Standard

1. Define the failure in one sentence.
2. Name the source and evidence limitation.
3. Identify whether the cause is standard, training, capacity, equipment, authority, process, behavior, or outside dependency.
4. Assign one owner and one due date.
5. Verify with evidence before closing.
6. Update the system if the same failure returns.

11. Source and Professional Review Notice

This system organizes management records and decisions. It does not replace legal, employment, payroll, tax, accounting, engineering, safety, fire, food-code, accessibility, privacy, payment-card, insurance, public-health, or other qualified professional review. Use current federal, state, local, tribal, territorial, platform, lender, insurer, and contract requirements where applicable.

Official Source References

Reference	URL
OSHA Recommended Practices for Safety and Health Programs	https://www.osha.gov/safety-management
EPA Safer Choice / chemical safety resources	https://www.epa.gov/saferchoice
NFPA Codes and Standards reference	https://www.nfpa.org/codes-and-standards

Final operating standard: face the truth, measure the cost, build the system, and verify the result before expanding the work.