



Kitam Group

PERFORMANCE ACHIEVEMENT: YEAR 2021

NAME:	TITLE: ARM	STORE:	COMPANY: KITAM
Setting Blue Chips		What are this person's Blue Chips for this year?	
Core Accountabilities – Specific commitments that support function or company Blue Chips			
B1. PEOPLE: <ul style="list-style-type: none"> Team Turnover = 20% for TM & 10% for management level Training - All-star certification = 100% within 90 days LTO = 100% completion before going live, evidence available Bench –Updated & submitted quarterly. Performance Management – Blue Chips & IDP's signed & alive from Skills trainer to ARM = 100% Culture – SGTW (Action Plans Alive) Monthly 1-2-1 B2. CUSTOMERS / GUESTS <ul style="list-style-type: none"> ROCC – 100% At Standard. 100% Action plan complete within 24 hours & maintained. GES – 30 valid responses. OSAT +/- 93%. Problem Resolution +/- 93%. Integrity = 100% 		<ul style="list-style-type: none"> Guest Complaints – Allowance = 1.5 per 10 000. Resolution = less than 24hrs Obsession Measures – Thru-put = 90 B3. SALES: <ul style="list-style-type: none"> SSSG – Store Specific (10% growth Vs PY) Transaction Growth 4% Ticket Average Growth 6% B4. PROFIT: <ul style="list-style-type: none"> CPLH – 5.5 Stock Efficiency = 0.85% Unaccounted Stock = 0% Maintenance & Smallware = 1% 	
Team Development Blue Chips – Specific commitments to building people and team capability			
T1. PEOPLE: <ul style="list-style-type: none"> Conduct 1-2-1 with each TM & Management per Period (to build 3x3 Ching). Conduct Exit Interviews for 90% of Resignations. 100% All Star Trained & Certified Team within 90 Days. 100% certified management. Team formal company recognition at each CHAMPS meeting. Hall of Fame to be Alive & updated daily. 100% Certified online LTO a week before going live. Bench At least one per management level, (ST, SS, ARM level). 100% Signed Blue Chips & IDP's for all Management team. Quarterly individual performance discussion Reviews with each TM & management, (Discussion Cards & formal appraisal at the last quarter). Prepare & present performance update at the quarterly business review. PCET results to reflect culture liveliness, (SGTW, HWWT, People Promise, Taste Guarantee, Ayeye, CHAMPS, Win-on-taste). T2. CUSTOMERS / GUESTS: <ul style="list-style-type: none"> Review previous ROCC Action plans with a RED PEN daily. RGM Self scoring ROCC once a week in different Day Parts (Opening/ Breakfast / Lunch / Dinner/ Overnight). Conduct 1 OCL per day on TMs to ensure 100% CHAMPS delivery for every Guest. Close all complaints within 24hrs. Drive Thru-put through out the Day = 90 Cars per hour (On All Day Parts) To Also Drive Sales; Transactions; and Ticket. T3. SALES: <ul style="list-style-type: none"> 100% Product Availability – No Product Run Outs. Roster TM & managers according to day-part & needs of the restaurant. Ensure quality & honest use of tools by ss's, to run smooth shifts, (e.g., Fig 8 walk, MP&C, Cook-chart). Review previous day's performance & planning of the new day. Pre-Shift Meetings to happen daily. No falsification of pre-shift meeting diary. T4. PROFIT: <ul style="list-style-type: none"> Accurate ordering & add-ons, within budget. No stock run-out, (ABI & Digistics). Ensure preventative maintenance procedures are done. Eliminate pattern of equipment & smallware breakage. 			
Personal Development Blue Chips – Specific commitments to becoming more personally effective			
P1. Redo all DC Modules (LAS-LAR1) P2. Attend Leading with Heart Training		P3. Attend IR Training P4. Daily Focus on my 2 IDP goal.	
Signatures			
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%; text-align: center;"> _____ Supervisor </div> <div style="width: 45%; text-align: center;"> _____ Date </div> </div>		I acknowledge that the Blue Chips have been discussed with me and that a copy has been offered to me.	
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%; text-align: center;"> _____ Human Resources </div> <div style="width: 45%; text-align: center;"> _____ Date </div> </div>			
		<div style="display: flex; justify-content: space-between;"> <div style="width: 45%; text-align: center;"> _____ Individual </div> <div style="width: 45%; text-align: center;"> _____ Date </div> </div>	