



# Kitam Group

## PERFORMANCE ACHIEVEMENT: YEAR 2021

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