One of the largest **fried chicken fast food chains** in Indonesia

The chain wanted a solution that could help the company to consistently provide quality products, services, and assets suited to customers' changing needs and taste in a streamlined manner. The answer is: Nimbly Technologies.

Featured Customer
Nation's market leader in the Fast-Food Chain

Industry
Food & Beverage

> **" Nimbly helps us maintain the consistency of our product and comply with our SOPs**
>
> Area Manager

Nimbly Technologies

The Company

The brand is undeniably one of the nation's market leaders in the fast-food chain of restaurants.

The company has been continuously expanding its network coverage throughout the nation. By mid-2019, the chain had over 700 outlets covering 163 cities nationwide.

Objectives

▶ Reduce unnecessary time, effort, cost and environmental footprint across the quality management process

▶ Improve the inspection report trail and reports filing organisation

Stats
👤 Users   : 489
📍 Outlets   : 294

Challenges
⚠ Much time, man-hours, paper and cost invested in operational inspections

⚠ Reputational risk management

⚠ Risk of loss, theft and compromised confidentiality of inspection reports

Nimbly solution
▶ Timed digital checklists

▶ Automated workflow and reporting

▶ Issue tracker & Analytics

▶ Cloud database storage

Results
✓ Streamline and digitize operational processes

✓ 39% reduction in number of inspection questions

✓ 59% reduction in direct cost spent on inspections

✓ 1,463 man-hours saved per month*

✓ Elimination of paper use

*For 77 stores in the reporting period of 1 Nov 2019 - 30 Apr 2020

The Challenges

To enact the company's vision to always be the leading QSR (Quick-Service Restaurant) brand in Indonesia, maintaining high-quality performance is ultimately important for this chain. Quality management includes tasks of various kinds and covers a wide area; from taste and safety, service speed and hospitality, store appearance and ambience, promotion materials, inventory management, and many more.

> *Using Nimbly for inspection is simple because we don't have to bring manual books everywhere.*
>
> ● Restaurant General Manager

Just as most other large quick-service restaurants, the company's process for quality inspection used to be on pen-and-paper:
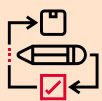
Restaurant General Managers (RGMs) had to download and photocopy the checklists every month

Users experienced hassle having papers and camera at hand at the same time

Area Managers had to collect reports from each site

Certain stores* have to repeatedly customise the checklists to fit their specific needs

Many issues were not resolved properly as it was lost in Whatsapp

Increased potential risk on loss, theft and compromised confidentiality as the reports were kept as physical hardcopies

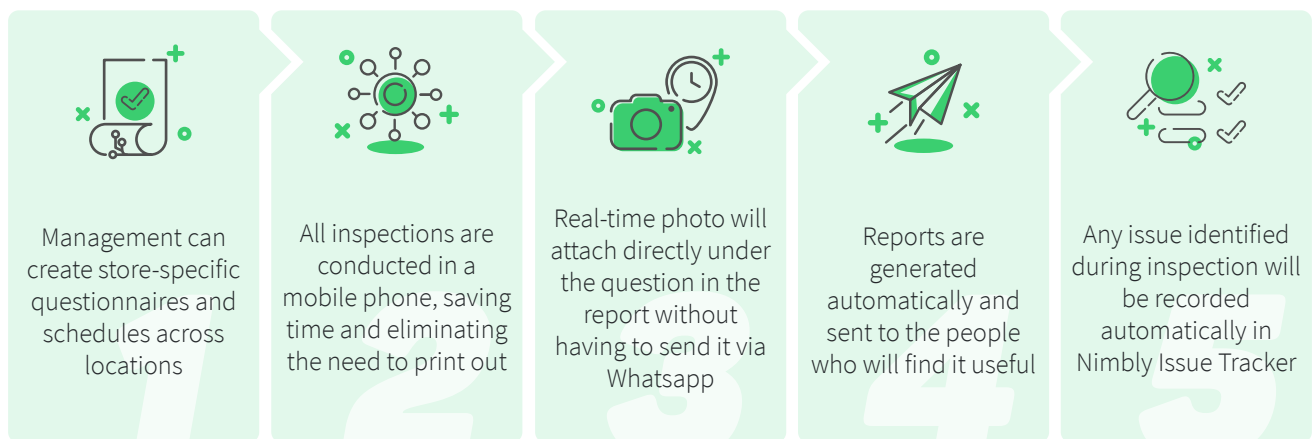Gathering data and analysis for business reporting is costing valuable time with lesser accuracy

*Home Delivery, Drive-thru and KFC Coffee

The Solution

There is a huge opportunity to simplify and streamline the quality management process to ensure outlet staff are able to do all the necessary operational checklists while serving customers with excellence.
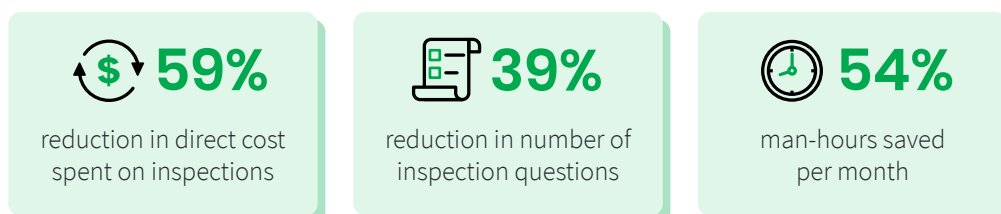
The chain started using Nimbly from November 1st, 2019. The inspections were conducted in 77 outlets in the Jakarta region with 139 users including Restaurant General Managers (RGM), Area Managers (AM), Regional Managers (ROM), Facilities Services Division (FSD), and Department Heads. After implementing Nimbly it has been a lot easier for the company to harmonise Quality Management Process:

Management can create store-specific questionnaires and schedules across locations	All inspections are conducted in a mobile phone, saving time and eliminating the need to print out	Real-time photo will attach directly under the question in the report without having to send it via Whatsapp	Reports are generated automatically and sent to the people who will find it useful	Any issue identified during inspection will be recorded automatically in Nimbly Issue Tracker

Results

Since then the chain has all inspections covered in Nimbly from opening and closing stores checklist, periodical food safety & hygiene checks, outlet cleanliness, customer service, back of house check, as well as restaurant management.

By using Nimbly, RGM can do inspections more frequently and more thoroughly. Reputational risk is also better managed through speedy resolution of issues discovered on the ground. Improvements are seen on the following:

59%	39%	54%
reduction in direct cost spent on inspections	reduction in number of inspection questions	man-hours saved per month