8
BENEFITS

of

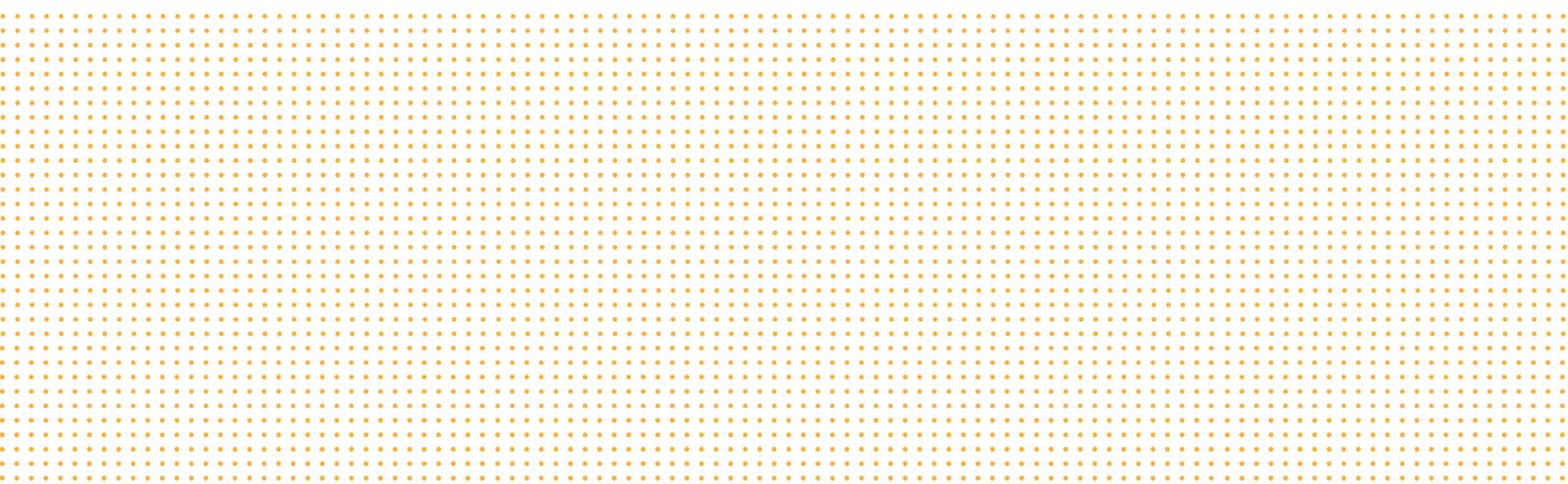## MOBILE SOFTWARE
for Restaurant Food Safety

In addition to helping you perform continuous audits to find and fix problems faster, mobile food safety software can also help you do a number of other very helpful things that will make your job easier. Here are eight we think you'll like most.

1 Be "Audit-ready" at all times

Today's growing number of standards and requirements (FSMA, HACPP, GFSI, etc.) is generating so much paper that the record keeping process has become a managerial nightmare. In fact, things have gotten so bad that many restaurants have even had operations suspended for not having the necessary documentation available. After all, as far as an auditor knows, if it isn't documented, you didn't do it. With the right mobile software, however, you can quickly prove compliance by instantly pulling up the appropriate forms and documentation for any auditor or consumer to review.

2 Eliminate redundant work

Paper-based audits cause an enormous amount of redundant manual data entry. After all, each form you fill out is going to require restaurant details, time and date information, and notes highlighting the successes and failures of each review.

With mobile software, you eliminate the need to fill out paper forms, which means you'll no longer have to fill out basic information (all of that is pre-filled for you). Even better, you no longer have to go back to your office to type everything up, or re-enter it into a spreadsheet. Best of all, you'll have a digital record of everything, which can be made available immediately to stakeholders, regulatory auditors, and consumers.

3 Gain real-time visibility across all stores

Restaurants often have multiple locations, which means they have many different employees performing food safety initiatives in their own unique way. Not only does this cause inconsistencies, but without a baseline to work from, it can be very difficult to measure successes and failures across stores.

When each location is using the same mobile software, however, leadership can view a dashboard to see how each individual store is performing from a high level. They can track performance by location, identify trends and inconsistencies, and even provide feedback to multiple locations or individual restaurants to help standardize food safety operations.
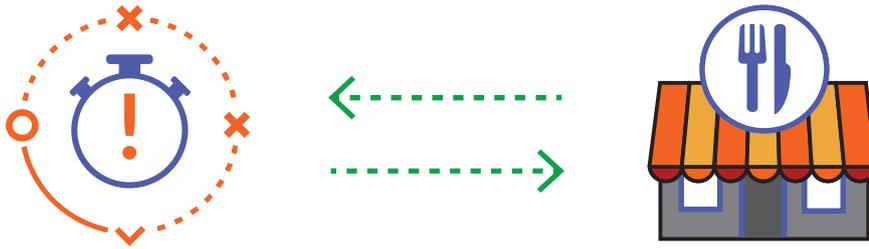
4 Fix problems faster with Automated CAPA

Many restaurants still manage their Corrective and Preventative Actions (CAPA) with paper, spreadsheets, and various other homegrown solutions that involve carrier pigeons and tin can telephones.

But the key to CAPA is speed and accuracy. Time is of the essence when it comes to food safety, so you need to get things fixed as soon as possible…and prevent problems from happening again. After all, if a piece of equipment is malfunctioning or if employees aren't following food safety procedures, what's more important than getting that corrected right away and making sure it doesn't happen again?

Rather than saying "You're doing it wrong!" the right software can arm you with the information you need explain why and how they're doing it wrong. For example, when an issue arises and needs to be corrected, you can leverage your mobile software to create a learning experience for your workers. You can show them the relevant compliance recommendations directly on your mobile device, and educate them on the proper actions to take to make sure the problem doesn't happen again.

Automation, a major benefit of any software, makes the CAPA process even more effective. Automated CAPAs can trigger activities based on a particular entry, response, or incident. Based on the information submitted in a form, the software automatically kicks off the appropriate action plans, notifications, maintenance requests, or requests for audits or re-inspections. At the same time, when violations are found, submitted forms can automatically route reports or alerts to the right people in and outside of your company for follow-up or review. Simply put, you can automate almost everything…and still have access while offline.

5 Mitigate Risk

Remember in 2015, a major chain restaurant was blamed for a foodborne illness outbreak that infected more than 500 people and killed 4. That restaurant is living proof that safety issues present a huge risk to the brand perception and financial wellbeing of any restaurant. Not only were they forced to shut down several locations for many days, the PR disaster that ensued cost them a good deal of money in lost revenue and fees. They've also been named in countless lawsuits, including one by a group of their own investors. The true financial impact of the outbreak won't be known for some time, but needless to say it's going to be a long time before their reputation is back to where it once was.

As we touched on earlier, situations like these can be avoided when you implement mobile software and safety processes, while performing continuous audits to find and fix problems on a regular basis - before an outbreak occurs. And God forbid, if something does happen and someone does get sick, mobile devices make it easy to quickly set off timely CAPAs to help prevent any widespread incidents from occurring and putting your restaurant's name in the news for all the wrong reasons.

6 Leverage Data to make informed decisions
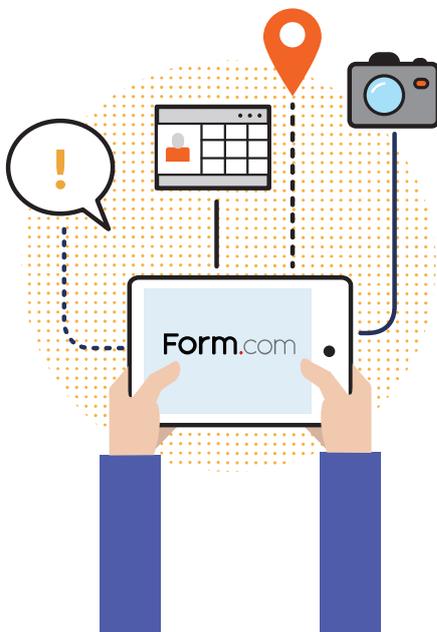
When you take the time to analyze the information you collect every day, you start to get a good understanding of any problems that may be happening at ground level, while getting a constant pulse on how your safety initiatives are working at each regional store.

Data can help you quickly understand if things are getting better or worse by region, franchise group, management team, etc. With the right data and a willingness to learn from it, information can help you start generating the kinds of thoughts and conversations where real learning can happen. Over time, this real learning can spark better ideas, smarter decisions, and ultimately lead you down a path towards continuous improvement.

7 Drive Continuous Improvement

Any well-run business strives to maintain continuous improvement in the workplace. Because just like anything else in life, if you're not always getting better, you're either standing still…or getting worse.

Continuous improvement is one of the most important components of any food safety plan. It refers to the ongoing process of getting better over time by making incremental improvements on a regular basis. But remember, demonstrating continuous improvement takes patience, flexibility, and a deep commitment to regular internal auditing.

8 Demonstrate ROI

In our Restaurant Food Safety White Paper, we talk a lot about continuous audits, mobile software, and mobile devices. And yes, these things are going to take an investment. And yes, that investment will probably need to be justified to your higher-ups. Because while food safety is 99.99% about consumer health, the bottom line is still the bottom line. So chances are, you'll need to make a case for implementing a safety initiative based on mobile technology. The good news is, there are many ways to ensure you're getting the most out of your investment.

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In addition to helping you avoid outbreaks (which alone lead to PR disasters and endless lawsuits that can cost you hundreds of millions of dollars), mobile software reduces the time it takes to fix problems by days, even weeks. That time equals money. And as we discussed earlier, the right mobile software can help you perform 3 types of audits: operational, food safety, and brand compliance. So it's really like getting 3 products in one

With mobile software and continuous auditing, you can also make sure that food is being prepared properly and according to SOPs and PRPs. This will lead to fewer customer rejections and less waste from improperly prepared meals.

Don't forget potential fines for nonconformances identified in external audits. Those can really add up, especially if you are managing multiple locations. And when you combine all the time you save by automating tasks and CAPAs across all of your stores, you can easily prove that the efficiency gained across your entire operation will vastly outweigh the upfront investment.

Got questions? We can help!

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