



ABOUT

The Productivity Advantage was formed to be the ultimate resource for foodservice companies looking to significantly improve their unit-level operations performance. The consultants at The Productivity Advantage are expert in the design, execution and interpretation of industrial engineering methods including: analytical modeling, operations research, optimization, lean, statistics, computer simulation, work measurement, and ergonomics.

PHILOSOPHY

The one true means of achieving sustainable operations excellence is the implementation and realization of productivity gains. A commitment to continuous process improvement, coupled with a means for extracting the gains is necessary in order to leverage the power of productivity.

At The Productivity Advantage, we focus on delivering measurable impact. Change for the sake of change is antithetical to our core philosophy. Therefore, we subscribe to methods that ensure process improvement efforts are limited in scope, and prioritized, in order to achieve the maximum impact for the least amount of change.

PRODUCTIVITY PARADOX

In uncertain times, only *productivity* can provide the solid ground necessary to consistently reach higher levels of performance. By systematically reducing non-value added resources and activities, you actually can **do more with less**. Service or profits is no longer a choice – this is the Productivity Paradox.



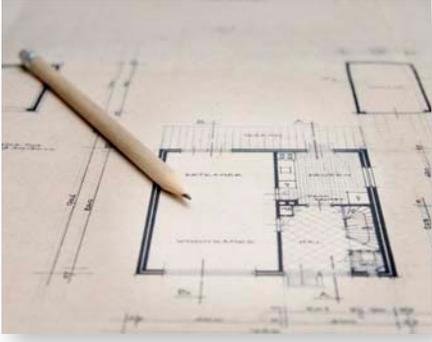
TYPICAL IMPACT

- ▶ **Reduce labor costs 1-3% of sales**
- ▶ **Improve throughput 10-25%**
- ▶ **Reduce capital investment 5-25%**
- ▶ **Improve speed of service 10-20%**

SERVICES

- ▶ Facility Planning
- ▶ Labor Management Solutions
- ▶ Assessments
- ▶ Engineering Support





Facility Planning

A Facility Planning engagement is undertaken with the objective of improving the performance of the unit-level operating platform. The solutions can be implemented in a new prototype, or bundled for tactical retrofit programs. A rigorous process improvement effort forms the foundation for these projects as layouts, workstations and equipment are engineered to enable optimized processes throughout the facility.

Typical Deliverables

- ▶ Capacity plan
- ▶ Facility plan
- ▶ Equipment specification
- ▶ Job/deployment descriptions
- ▶ Workstation designs



Labor Management Solutions

Labor Management Solutions provide a means for controlling and/or reducing labor costs, while simultaneously improving customer service. Our disciplined methodology ensures unit-level managers will not only know how much labor to use, but when to deploy that labor to maximize the return on invested labor (ROIL). A LMS is also a necessary tool for extracting the productivity gains achieved through other process improvement initiatives, such as process reengineering or facility design. A LMS can be implemented via a variety of methods, with the most effective being scheduling software.

Typical Deliverables

- ▶ Engineered labor standards
- ▶ Daily labor guidelines
- ▶ Guest Service requirements
- ▶ Deployment maps
- ▶ Software implementation



Assessments

Assessments are an effective means of quantifying operational performance, identifying opportunities for improvement, or comparing platform alternatives. Our approach includes a thorough review and evaluation of appropriate data and concept materials, including an in-restaurant study. The Productivity Advantage will design a custom study plan, which meets your budget and statistical validity requirements. We employ advanced data collection methods that increase our efficiency and turn-around time.

Typical Deliverables

- ▶ Quantified performance
 - Speed of service
 - Labor productivity
 - Throughput
 - Resource utilization
- ▶ Strategic plan for improvement
- ▶ Potential impact assessment



The Productivity Advantage LLC was founded by Rick Shoffstall as the premier operations engineering partner for foodservice concepts. We apply a disciplined, quantitative approach to improving operational performance resulting in superior customer service, reduced operational costs, and higher overall ROI. Our solutions for facility design and labor management have been proven to deliver quantifiable impact. The Productivity Advantage is based in Southern California.