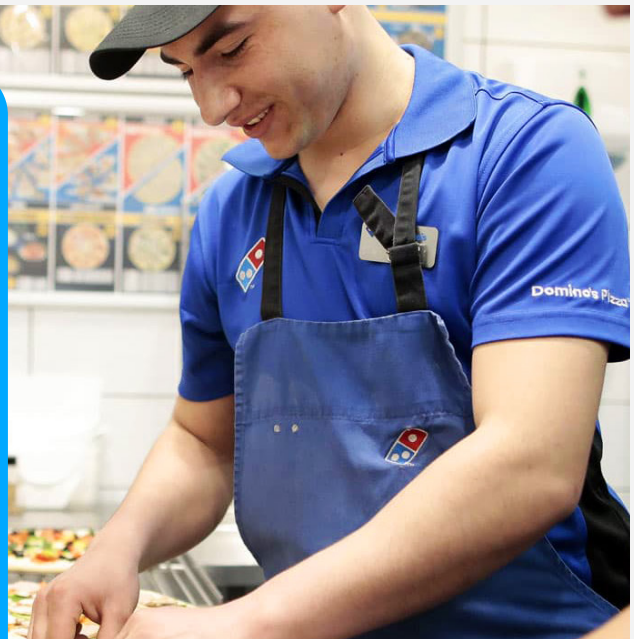


Aliservis S.A. Eliminates Redundant Work And Improves Issue Response Time with Crunchtime Ops Execution

Aliservis S.A., the leading Domino's Pizza franchisee in Ecuador and one of the most prominent operators in the Andes region, used Ops Execution to resolve operational issues faster and ensure that they'd been completed, and use data to ensure quality in each of their stores.

 Quick Service
  26 Locations
  South America Ecuador
  Crunchtime Ops Execution



12 hours
saved of redundant
operation work

3-4 days
improvement on issue
response times

1500+ sheets
of paper saved
per day

Challenge

Unresolved store issues, time consuming paperwork, lots of useless printed paper

Before implementing Crunchtime Ops Execution, this Domino's Pizza franchise carried out several daily controls and checklists manually on paper. They found that the time to fill out, send, digitize, analyze and then apply any corrective measures was extremely time-intensive and inefficient. Paul Silva, Director of National Operations for Aliservis S.A. says, "We wasted time duplicating efforts, and the response time depended on the manual handling and analysis of the information." The response time to any issues that would arise depended entirely on the time it took different individuals to input and manually analyze the information—sometimes causing significant delays in correcting problems.

When relying on individuals to complete this process manually, Aliservis S.A. also found that they were

susceptible to errors like duplicate efforts—which cost even more extra time in the process to identify and remediate. As an additional unfortunate side effect, the amount of paper used during these manual processes incurred an environmental and monetary cost.

These experiences left Aliservis S.A. with the following goals for implementing Ops Execution:

1. Avoid the duplication of processes by eliminating the retyping of the information collected
2. Eliminate the use of paper and its associated cost in operational daily work and audit processes
3. Improve the response time to solve any problems detected

“After handling the application for almost one year I can state that the results exceeded expectations. We not only meet our goals, but we also find other benefits in the process.”



Paul Silva
Director of National Operations, Aliservis S.A.



Solution

Standardized digital forms, recurring daily/weekly projects, alerts for managers

Aliservis S.A. implemented Ops Execution and now successfully uses it as one streamlined hub where Operations, Human Resources, Occupational Health and Safety, and Training teams communicate and execute on the biggest operational priorities. Now that they have a digital solution, store submitters no longer manually input information to track store performance.

The team began leveraging projects in Ops Execution with a time interval assigned for their fulfillment, and saw increased success in completion. Managers can immediately see forms as they are submitted, and are notified if certain criteria aren't met, helping to meet their goals around faster issue response time. As a result, Aliservis S.A. is able to feel confident that everything planned for each day was executed in a timely manner.

Results

Faster issue-response, more productive managers, quality improvements

Aliservis S.A. has been able to leverage Ops Execution to make significant improvements in time savings and productivity. By eliminating the redundancy of administrative tasks like retyping paper checklists, the team at this Domino's Pizza franchise estimates that they save 10-12 hours of work weekly, per person who does this type of work.

Aliservis S.A. was also able to eliminate the use of paper in operational daily work and audit processes. The team estimates that they have reduced their paper usage by 1,500-1,800 sheets per day, resulting in significant cost savings and lessened environmental impact.

After implementing Ops Execution, Aliservis S.A. estimates that they have improved their issue response time by 3-4 days. Before Ops Execution, this time period was spent digitizing and analyzing the information before discovering

that action needed to be taken. Now that information input is digitized through Ops Execution, issues that need attention are surfaced immediately.

The significant improvement they've seen in the quality of preparation and level of compliance with standard operating procedures has given Operations leaders at Aliservis S.A. confidence in the continued success of their stores. In fact, the team at Domino's Pizza Ecuador attributes the elimination of critical errors that could endanger their operation to their implementation of Ops Execution. With critical errors mitigated, the conversation has evolved from just simply improving and Silva states, "Now we can think about starting to talk about flawless execution in our operation."