IGNITE OPERATIONS INDICATORS

DIGITAL SHOULDER SURFING	DOMINO'S CARSIDE DELIVERY™	GPS	CUTTING EDGE
If DSS is not operational nor active during store hours, the store is Out of Compliance	If DCD is not offered between 4 p.m. and 9 p.m., the store is Out of Compliance	If GPS is not operational nor active during store hours, the store is Out of Compliance	☐ Store not on Cutting Edge If Cutting Edge Operating Standards are not followed, the store is Out of Compliance

FOUNDATIONAL

☐ Live orders made before DSS orders	☐ Observed DCD OTD < 3 minutes when at store	☐ GPS App utilization is between 50% and 74.9% of delivery orders during a fiscal period	☐ Snake loading ☐ Cut table is organized and clean ☐ Turning order on heat rack once completed

SKILLED

☐ DSS orders loaded before bumped from Makeline screen ☐ Product ready in advance of DSS orders converting to live orders ☐ Full Order Visibility is in use on at least one monitor	☐ Placement of order in specified location of customer vehicle ☐ Check in on the Delivery Dashboard once DCD order is complete ☐ Observed DCD OTD between 1-3 minutes when at store	☐ Store has a specific goal for GPS App usage ☐ Manager encourages use of GPS App ☐ Store personnel bag-and-tag orders ☐ Use of messaging feature in GPS App ☐ Manager vocalizes in-store turnaround ☐ GPS App utilization is between 75% and 89.9% of delivery orders during a fiscal period	☐ Ticket rail organized and orders are properly built ☐ Tickets are folded into box so that customer name and order type are showing ☐ Dip cups are stored away from the cut table ☐ Heat rack is labeled to differentiate between CO and DEL orders ☐ Store uses remake and special instruction cards

ADVANCED

☐ Store personnel hustle to makeline when DSS sounds ☐ Store personnel vocalize load times	☐ Store personnel expedite DCD orders during peak volume ☐ Vocalization of DCD order when DCD sounds ☐ Observed DCD OTD <1 minute when at store	☐ Store personnel actively reviewing GPS during peak volume ☐ Store uses optional PWR reports to drive improvement ☐ GPS App utilization is above 90% of delivery orders during a fiscal period	☐ Bagging-and-tagging of deliveries ☐ Store has at least 4 rocker blades (2 in use and 2 clean and ready to be used)

FOCUS AREAS