

Proven Results

McD U.S. Equipment Systems asked us to pilot our TECH program in the Ohio Region to prove our new service model.

To learn more about the TECH Program, call (888) McD-4950



The Results Speak for Themselves!

We jointly developed the success criteria with McDonald's, to determine whether the TECH program truly:

Delivers benefits of proactive maintenance:

- Less equipment downtime
- Proper menu execution
- Longer equipment life

Saves money:

- Reduce reactive service calls
- Lower energy consumption

Improves reactive service performance:

- Complete service calls in one trip, 90% of the time
- Respond with a technician onsite within 4 hours for emergency service
- Provide courteous and professional service

So, how did we do?

We significantly improved equipment performance and met McDonalds' goals.

Improve reactive service performance:

One trip service – MET!

- ▲ Pre-pilot survey of current service providers: 50-60%
- ▲ Post-pilot actual measurement: 90.1%

Response time – MET!

- ▲ Met the 4-hour response time target for down equipment - 100% of the time

Courteous & professional service – MET!

- ▲ Surveys showed a 30.6% increase in overall satisfaction

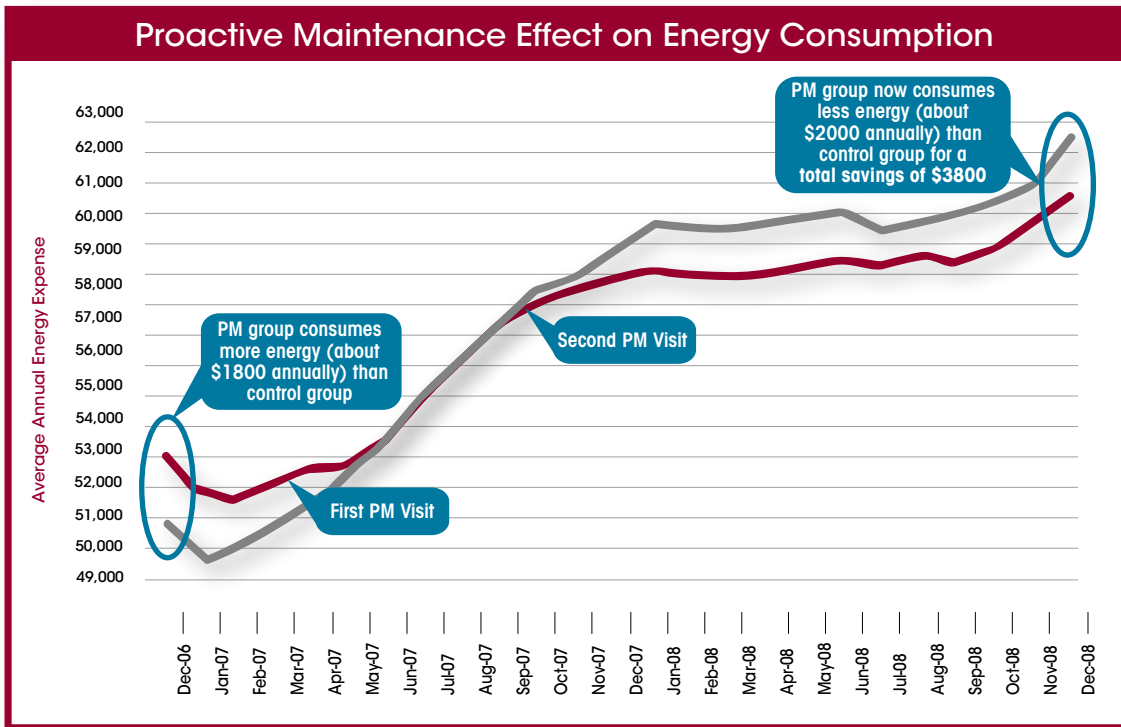
SATISFACTION SURVEY

Pilot pushed satisfaction scores significantly higher

Question	Pre Pilot	Post Pilot	Increase
My kitchen equipment usually works well.	3.85	4.45	15.6%
It is easy to contact our service provider.	4.31	5.73	32.9%
The customer service operators are courteous & helpful.	4.15	5.55	33.7%
I receive a reasonable ETA from our service provider.	3.85	4.73	22.9%
I am satisfied with the service provider's response time.	3.15	4.91	55.9%
The technicians have a professional appearance.	4.00	5.10	27.5%
The technicians are courteous & helpful.	4.77	5.45	14.3%
My equipment is fixed on the first trip.	3.38	4.36	29.0%
The repairs last a reasonable length of time.	3.46	4.64	34.1%
The technician clearly explains the work he performed.	4.00	4.64	16.0%
I am satisfied with the overall performance of our service provider.	3.69	4.82	30.6%

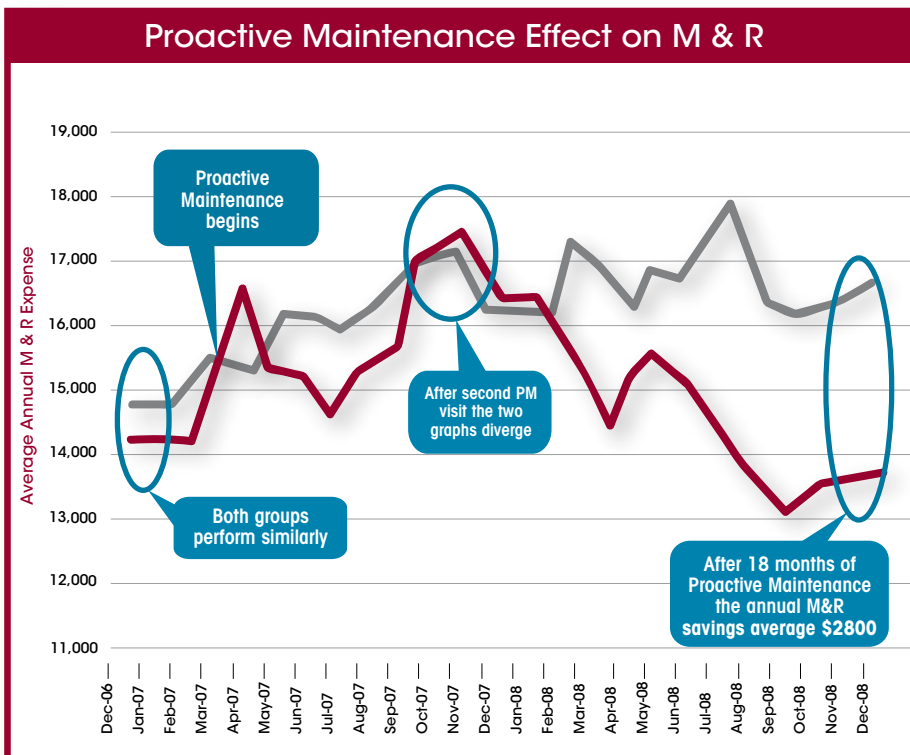
(Scored on a scale of 1.0 to 6.0, with 6.0 the best)

So, how did we do? We exceeded McDonald's expectations! Energy consumption was significantly reduced and M&R expenses were considerably lower for the PM group.



By continuing with PM visits over time, the energy savings persist. The cost of the PM visits is included in the energy expenses shown above.

■ PM ■ Non PM



Again, the cost of the PM visits is included in the M&R Expenses shown above. Continuous Proactive Maintenance proved to provide substantial savings.

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