

# Client Reference

## Distributed Facilities

### Fast Food



## Client Background

Our client is a fast food restaurant chain who contracted Pragma in 2012 to assist in the management of their physical assets. The following Pragma business processes were agreed on for implementation and execution:

- Asset Register Administration
- Work Planning and Control
  - Call Handling
  - Planned Work Scheduling
- Information Management

A Call Centre was established and tasked with logging all repair and maintenance work using Pragma's On Key EAMS.

## Key Challenges

Statutory service work orders are generated for services that are required within our client's restaurant as required by law (extraction cleaning; fire equipment service, etc).

Each type of statutory service has its own required service interval period. Should the required statutory services not be done within the required interval period an auditor inspector has the right to shut down the restaurant for non-compliance.



## Value Add

The procedure was for Pragma to supply our client with the necessary data to address contractors not complying with their Service Level Agreement.

Since November 2015, Pragma took the initiative to send the contractors a weekly report containing all their outstanding statutory services still due for the month. Feedback is requested to be submitted to Pragma to update each work order with a planned scheduled date when the service will be completed on.

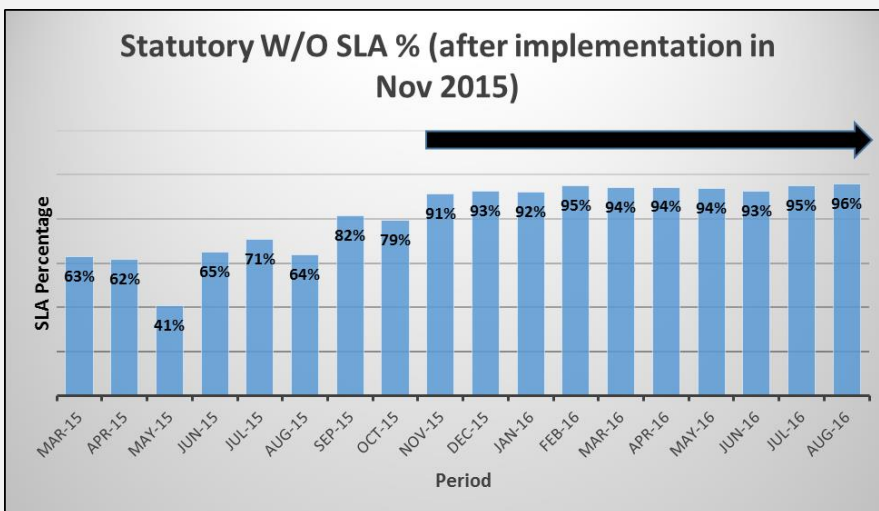
Since the implementation of the initiative, the statutory SLA for work orders completed **increased** from an average of 66% per month to an average of 94% per month. This is an **increase** of 28%.

The graph on the left indicates the SLA's of the statutory work orders from March 2015 to October 2015 (before implementation) and between November 2015 to August 2016 (after implementation).

## Tools and Technology

- On Key – Pragma's Enterprise Asset Management System.
- Work Planning and Control
- Focused Improvement.

Statutory W/O SLA % (after implementation in Nov 2015)



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## Pragma Intervention

Through the Focused Improvement business process, Pragma developed a report per contractor containing all statutory service work orders still due by the end of each month. This report is sent on a weekly interval to each individual contractor .

The contractor is required to provide feedback to Pragma as to when the service is scheduled to be completed. This information is captured on the work order in Pragma's On Key system.