**TPR Recovery Plans**

**What is a recovery plan?**

A recovery plan is a detailed and measurable plan to improve in an area of operations and/or management that isn’t meeting a defined standard. These plans are put into place when a store fails the TPR audit by not meeting the Pass Criteria:

* Pass Criteria
  + Overall score above 80%
  + No categories below 70.0%
  + No more than 1 category below 75.0%
  + No categories under 80% three or more audits in a row

*\*Any failure requires completion of a defined remediation plan*

*\*Subtract additional 3% from overall score for every failing category*

**Why do recovery plans have to be completed?**

We have extremely high expectations of ourselves because we want to be the best. And, to do that, we have to run ***only*** great stores that take care of Customers. When even one store falls short on standards, we fail our Customers. Recovery plans help a store, Manager, Supervisor, and Franchisee meet standards in a short period of time.

**How do recovery plans work?**

Each recovery plan is different based on the standard that wasn’t met. When a store fails the TPR, the TPR auditor will work directly with the Manager, Supervisor, and Franchisee to create an appropriate plan, including measurable benchmarks that result in meeting the failed standard. The following pages outline the base level recovery plans for each section of the TPR. Modifications to these base plans will be made on a case-by-case basis.

**Recovery Plan │Systems & Training**

Create the plan(s) by selecting the specific items that were missed on the TPR and their corresponding plans.

|  |  |
| --- | --- |
| **Items Missed** | **Plan** |
| Opening Checklist, DMR, Closing Checklist | * Review all tools in TPR Manual section of Toppers U: TPR Manual🡪Systems and Training * Use the blank Impact Project in the Operations section of the MIT Manual. Create a plan that ensures Opening/Closing Checklists and DMR are being used to standard. |
| Toppers Cleaning Checklist | * Review all tools in TPR Manual section of Toppers U: TPR Manual🡪Systems and Training * Use “The Cleaner” Impact Project from the Operations section of the MIT Manual to ensure the Toppers Cleaning Checklist is being used to standard. |
| Manager can access and understands how to properly use Toppers U training materials | * Review all tools in TPR Manual section of Toppers U: TPR Manual🡪Systems and Training * GM + another trainer get trained by their Supervisor or Franchisee how to navigate Toppers U * GM + another trainer get trained by their Supervisor or Franchisee how to use Insider and Driver training materials * GM + another trainer read and understand “Toppers Training Process” document on Toppers U: MIT🡪People Development🡪Onboarding * GM + another trainer read and understand “How to Onboard/Conduct Initial Training” document on Toppers U: MIT🡪People Development🡪Train the Trainer. |
| MIT Program is properly being used | * Review all tools in TPR Manual section of Toppers U: TPR Manual🡪Systems and Training * GM watches “MIT Video” on Toppers U – TPR Manual🡪Systems and Training🡪”MIT Program is Properly Being Used” * Use the blank Impact Project in the People Development section of the MIT Manual. Create a plan that ensures all MITs are properly working through the program and all Shift Leaders are completing the Operations section certification. |
| All product postings are posted and current | * Determine which postings are missing, and place update order on the Marketing Resource Center |
| Re-Audit | * Supervisor/Franchisee – Complete/submit re-audit of the category to FBC 30 days after category failed |

**Recovery Plan │Product Quality**

Create the plan(s) by selecting the specific items that were missed on the TPR and their corresponding plans.

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| --- | --- |
| **Items Missed** | **Plan** |
| Applies to all | * Identify all questions missed on audit. All Managers review all tools in TPR Manual section of Toppers U: TPR Manual🡪Product Quality |
| Applies to all | * Use the blank Impact Project in the Operations section of the MIT Manual. Create a plan that identifies poor pizza makers, and gets them trained to make great product * Use Making Killer Product (MKP) training materials on Toppers U to re-train: Insider🡪MKP |
| Daily & Weekly Inventory is done accurately and consistently | * All Managers review all materials in Food Cost section of MIT Program on Toppers U: MIT🡪Cost Controls🡪Food Cost |
| Average food variance for the last 4 weeks is between +1.5% & -0.5% | * All Managers review all materials in Food Cost section of MIT Manual on Toppers U: MIT🡪Cost Controls🡪Food Cost |
| Re-Audit | * Supervisor/Franchisee – Complete/submit re-audit of the category to FBC 30 days after category failed |

**Recovery Plan │Service**

Create the plan(s) by selecting the specific items that were missed on the TPR and their corresponding plans.

|  |  |
| --- | --- |
| **Items Missed** | **Plan** |
| Applies to all | * Identify all questions missed on audit. All Managers review all tools in TPR Manual section of Toppers U: TPR Manual🡪Service |
| Applies to all | * All Managers review materials in Hospitality, and Efficiency and Urgency sections of MIT Program on Toppers U: MIT🡪Operations🡪The Basics🡪Hospitality/Efficiency and Urgency |
| Applies to all | * Use the blank Impact Project in the Operations section of the MIT Manual. Create a plan that identifies and addresses all service issues on the failed audit. * Retrain Managers and Team Members using Insider and/or Driver training modules as needed |
| If staffing and people development are a root causes of service issues | * GM and Supervisor/Franchisee review all materials in People Development section of the MIT Program on Toppers U: MIT🡪People Development * GM to complete the Hiring/Training Impact Project in the People Development section of MIT Program * GM to complete certification of People Development section of MIT Program |
| Re-Audit | * Supervisor/Franchisee – Complete/submit re-audit of the category to FBC 30 days after category failed |

**Recovery Plan │Safety and Security**

Create the plan(s) by selecting the specific items that were missed on the TPR and their corresponding plans.

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| --- | --- |
| **Items Missed** | **Plan** |
| Applies to all | * Identify all questions missed on audit. All Managers review all tools in TPR Manual section of Toppers U: TPR Manual🡪Safety and Security |
| Applies to all | * All Managers review materials in Safety and Security, and Troubleshooting Major Issues sections of MIT Program on Toppers U: MIT🡪Operations🡪Managerial🡪Safety and Security/Troubleshooting Major Issues |
| Applies to all | * Use the blank Impact Project in the Operations section of the MIT Manual. Create a plan that identifies and addresses all safety and security issues on the failed audit. * Retrain Managers and Team Members using Insider and/or Driver training modules as needed |
| Re-Audit | * Supervisor/Franchisee – Complete/submit re-audit of the category to FBC 30 days after category failed |

**Recovery Plan │Image and Uniform**

Create the plan(s) by selecting the specific items that were missed on the TPR and their corresponding plans.

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| --- | --- |
| **Items Missed** | **Plan** |
| Applies to all | * Identify all questions missed on audit. All Managers review all tools in TPR Manual section of Toppers U: TPR Manual🡪Image and Uniform |
| Applies to all | * Use the blank Impact Project in the Operations section of the MIT Manual. Create a plan that identifies and addresses all image and uniform issues on the failed audit. * Retrain Managers and Team Members using Insider and/or Driver training modules as needed |
| Re-Audit | * Supervisor/Franchisee – Complete/submit re-audit of the category to FBC 30 days after category failed |

**Recovery Plan │Cleanliness and Sanitation**

Create the plan(s) by selecting the specific items that were missed on the TPR and their corresponding plans.

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| **Items Missed** | **Plan** |
| Applies to all | * Identify all questions missed on audit. All Managers review all tools in TPR Manual section of Toppers U: TPR Manual🡪Cleanliness and Sanitation |
| Opening Checklist, DMR, Closing Checklist | * Review all tools in TPR Manual section of Toppers U: TPR Manual🡪Systems and Training * Use the blank Impact Project in the Operations section of the MIT Manual. Create a plan that ensures Opening/Closing Checklists and DMR are being used to standard. |
| Toppers Cleaning Checklist | * Review all tools in TPR Manual section of Toppers U: TPR Manual🡪Systems and Training * Use “The Cleaner” Impact Project from the Operations section of the MIT Manual to ensure the Toppers Cleaning Checklist is being used to standard. |
| Re-Audit | * Supervisor/Franchisee – Complete/submit re-audit of the category to FBC 30 days after category failed |