



# Store Maintenance

Moneyball 2.0 Leadership training



Proudly made in JOE collaboration with

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#629 - Senior Facility Manager



# AGENDA

- 1 **Why is this skill important?**
- 2 How to master the skill
- 3 Sum-up and Impact
- 4 How to apply into practice





# WHY IS THIS SKILL IMPORTANT?

Learning goals for this manager session

## LEARNING GOAL

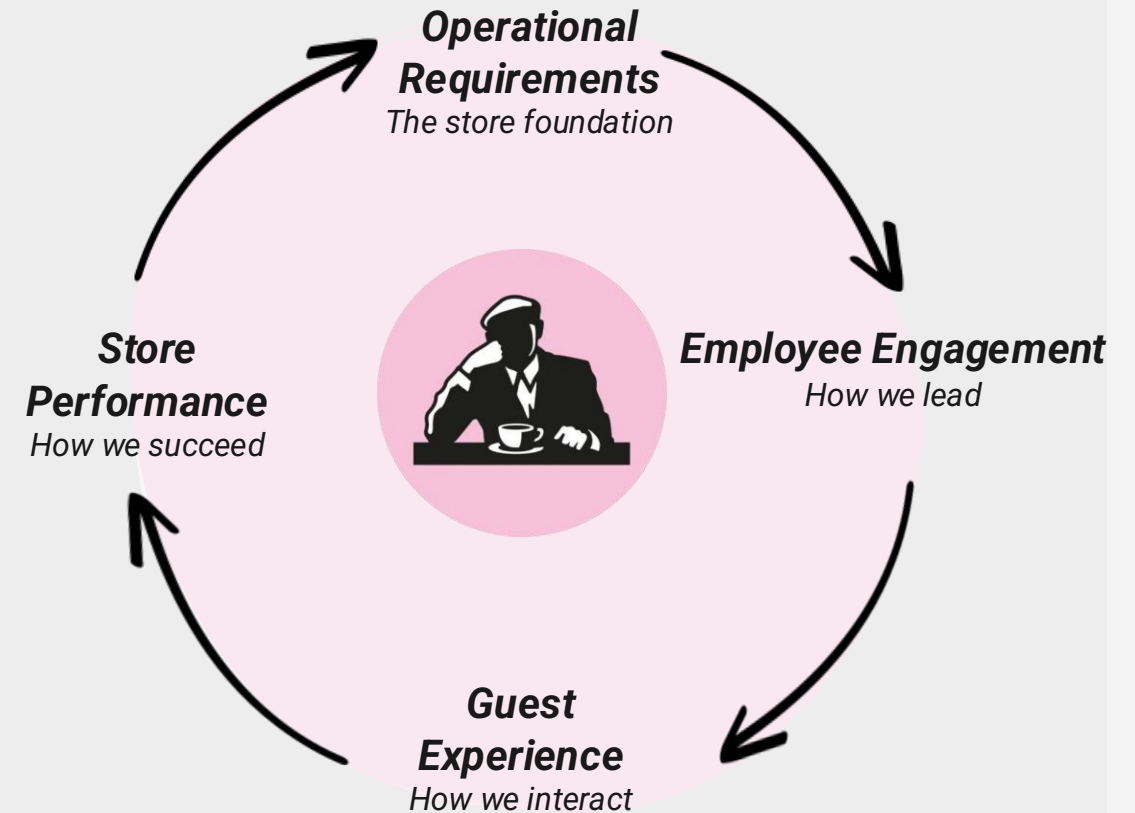
Learn how to lead preventative store maintenance, troubleshooting, and understand DOC reporting requirements.

## WHY ARE WE TRAINING THIS ?

Optimized store maintenance leads to

- **Decreased cost** for buying or repairing equipment
- **Decreased salary cost** due to increased efficiency in production
- **Increased guest experience** due to lower waiting time and consistent product quality leading to increase in sales
- **Improved employee engagement** as an operational store is fundamental for motivation
- **Increased Store Performance**

## CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within the Circle of Operational Excellence in your store?



# AGENDA

## 1 Why is this skill important?

### **How to master the skill**

- **Tasks as a manager**
  - **Planning**
- ## 2
- **Daily usage**
  - **Preventive maintenance**
  - **Reactive maintenance**
  - **Responsibilities**
- ## 3
- Sum-up and Impact
- ## 4
- How to apply into practice







# EXERCISE

## STORE MAINTENANCE TASKS AS A MANAGER

### IN GROUPS OF TWO

- 1 ➤ Discuss your home – what makes you do maintenance in your home?
- 2 ➤ What is different in your role as Manager?





TODAY'S

IGNORANCE

IS

TOMORROW'S

HEADACHE



# SAVE COST EXAMPLE

## - SHOW THE DISHWASHER SOME LOVE ❤️



### SHOW LOVE

NO SPOONS = ❤️

NO KICKING = ❤️

FINANCIAL IMPACT COST:  
**0 EUR**



### REPAIR

NEW DISPLAY/CONTROL  
CAUSED BY KICKING

FINANCIAL IMPACT COST:

**250 EUR**

SAME AS THE GROSS  
PROFIT OF 30 SANDWICHES



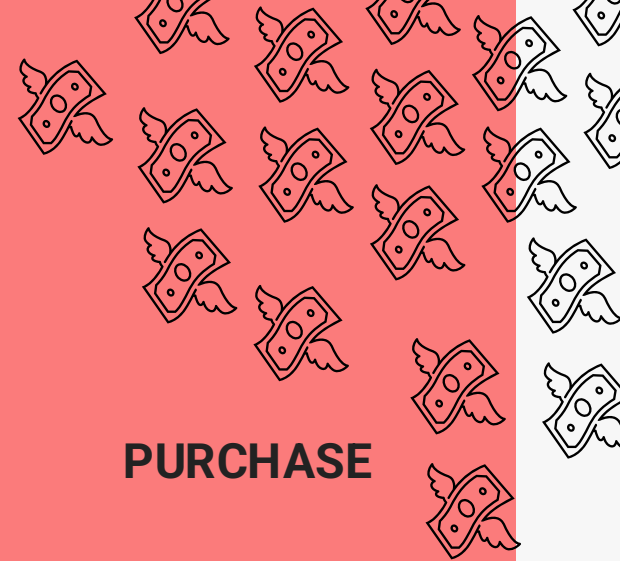
### REPAIR

NEW DRAIN PUMP  
CAUSED BY SPOONS  
AND OTHER SMALL ITEMS

FINANCIAL IMPACT COST:

**400 EUR**

SAME AS THE GROSS PROFIT  
OF 50 SANDWICHES



### PURCHASE

FINANCIAL IMPACT COST:

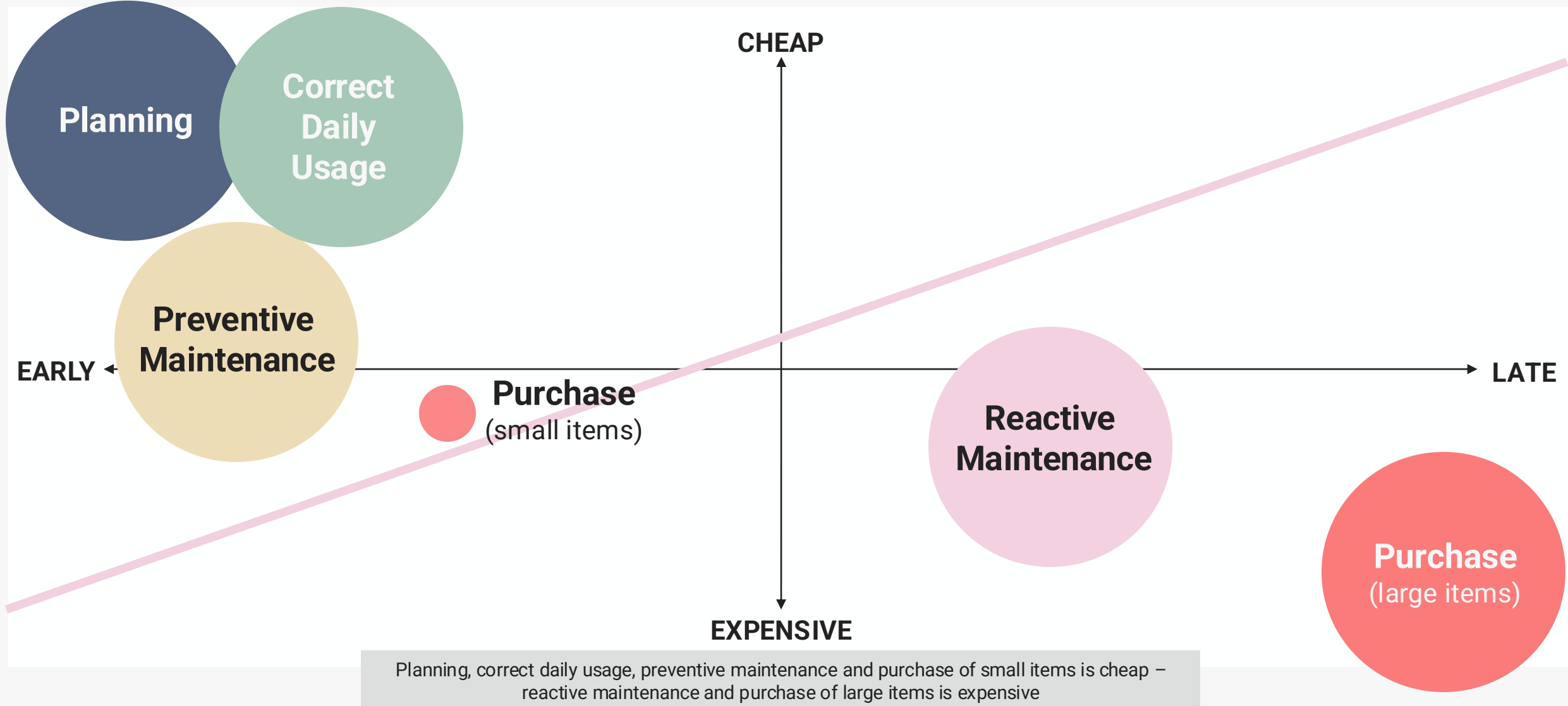
**3.000 EUR**

SAME AS THE GROSS  
PROFIT OF 380 SANDWICHES



# WHAT IS STORE MAINTENANCE TASKS AS A MANAGER

AIM FOR EARLY AND CHEAP - STAY ABOVE THE PINK LINE







## HAVE A PLAN!



### WHAT

- ✓ Cleaning of equipment
- ✓ Wear n' tear inspections

### HOW

- ✓ Make sure all is in Risk Proof

## HAVE A STOCK!



### WHAT

- ✓ Maintenance supplies
- ✓ Spare equipment for emergencies

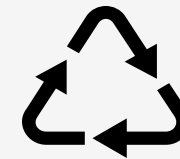
### HOW

- ✓ Create spare parts overview
- ✓ Order in Inventory Workplanner

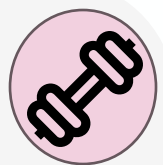
GET TO KNOW THE STORE SPECIFIC HISTORICAL ISSUES AND SUCCESSES - CONSIDER THE BUSINESS NEEDS WHEN PLANNING



# CORRECT DAILY USAGE



## BE A ROLE MODEL!

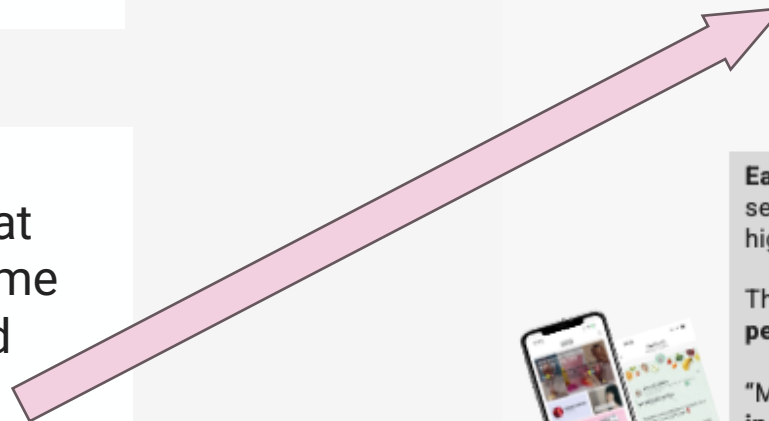


### WHAT

- ✓ Show care and act
- ✓ Ensure all equipment is handled with care

### HOW

- ✓ Act as a role model – treat the store as your own home
- ✓ Give feedback when used with care or non-care



**The "Milk"**  
This was specifically good  
And why it was good



**The "Espresso"**  
This can be even better  
By doing this

**The "Cup"**  
The gift I see in you  
Your strengths

**Earn your right to serve "espresso"** by serving "milk" often and "milk" in higher amounts than "espresso"

This way **you better control what people remember**

"Milk" can also be served **on-line and in front of others** – "Espresso" should be **personal and private**



TREAT THE STORE AS YOUR HOME – DO NOT "KICK THE DISH WASHER"



# PREVENTIVE STORE MAINTENANCE

## DAILY CLEANING!



### WHAT

- ✓ Clean correct and according to plan

### HOW

- ✓ Follow the plan in Risk Proof

## MONITOR PERFORMANCE!



### WHAT

- ✓ Encourage Juicers and act on strange noises and/or poor performance from equipment

### HOW

- ✓ Can I replace/trouble shoot/repair myself or is DOC reporting required?

TREAT THE STORE AS YOUR HOME – CLEAN BEFORE YOU HAVE TO REPAIR OR EVEN WORSE BUY THE "FRIDGE"



# REACTIVE MAINTENANCE



## CAN WE FIX IT?



### WHAT

- ✓ Who have fixed it before – or have curiosity and skills?
- ✓ Spares stocked?

### HOW

- ✓ Fix it or find alternative solution fast!
- ✓ Evaluate how to avoid or be prepared for next time

## GET HELP!



### WHAT

- ✓ DOC Reporting
- ✓ Informative info supporting your DOC colleagues to act fast and correct

### HOW

- ✓ Make DOC report
- ✓ Inform team of status all the time
- ✓ Evaluate how to avoid or be prepared for next time

WHEN IT BREAKS SWIFT RESPONSE IS KEY – WHEN THE MACHINE IS "ON FIRE" THE SALES IS GOOOING DOWN!



# CAN WE FIX IT? – YES WE CAN!

WATER UNDER THE SINK



## 1. COUPLING NUT

- ✓ Keep it straight
- ✓ Don't over tighten it

## 2. RUBBER GASKETS

- ✓ Is there a rubber gasket?
- ✓ Place one 1.5 cm up on the pipe

## 3. THREADED PIPE

- ✓ Keep aligned with coupling nut
- ✓ Tighten with your hands

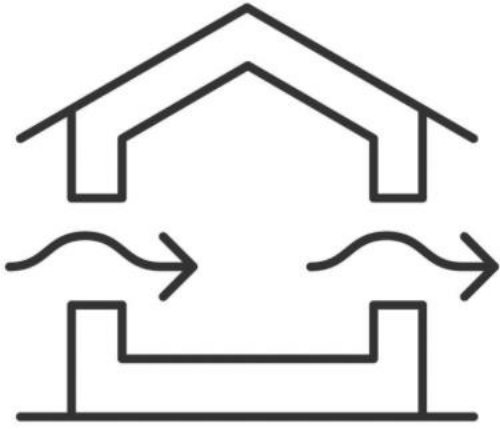
TOP 1 APPLIANCE ISSUE





# CAN WE FIX IT? – YES WE CAN! EXERCISE

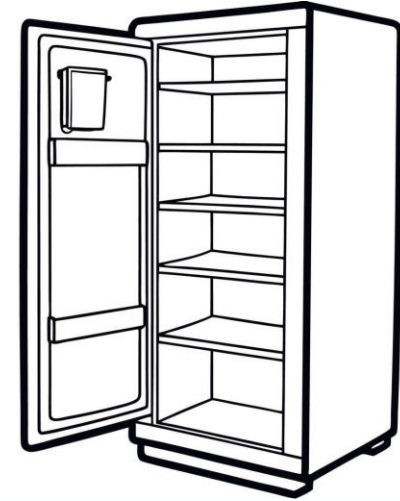
WHY POOR PERFORMANCE OR NO PERFORMANCE?



THE VENTILATION



THE ICE CUBE MACHINE



THE FRIDGE OR FREEZER

## IN GROUPS OF TWO

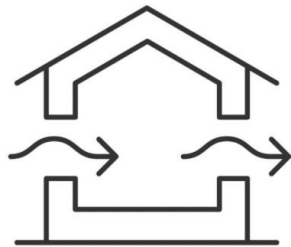
- Discuss why the appliance allocated to you could have poor or no performance – what would that lead you to check?

TOP 2-4 APPLIANCE ISSUE



# CAN WE FIX IT? – YES WE CAN! EXERCISE

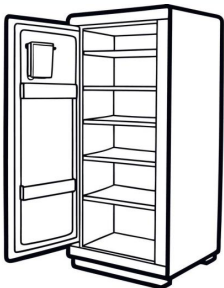
WHY POOR PERFORMANCE OR NO PERFORMANCE?



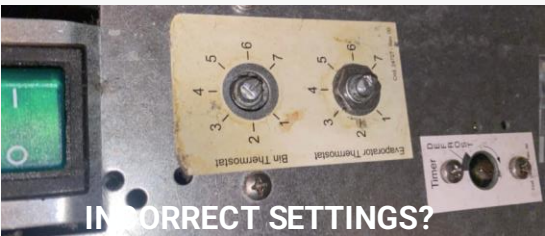
THE VENTILATION



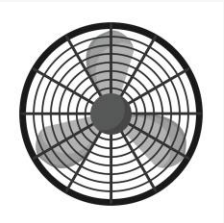
THE ICE CUBE MACHINE



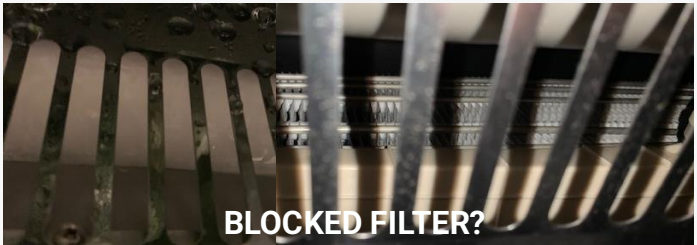
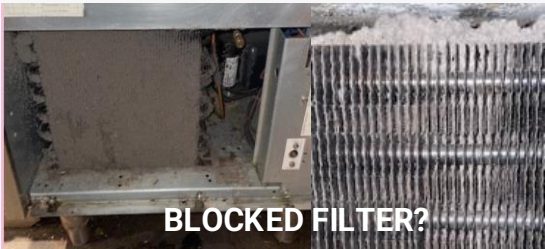
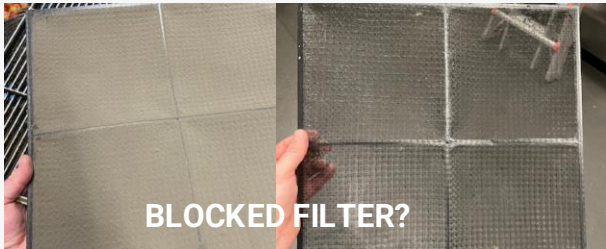
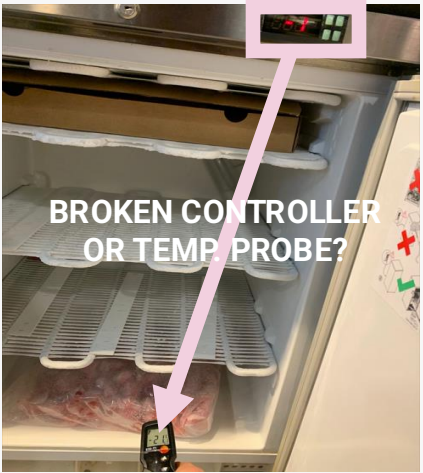
THE FRIDGE OR FREEZER



WATER SUPPLY?



BLOCKED FAN?





# GET HELP – FAST! EXERCISE

AN EFFICIENT DOC REPORT – HELP DOC TEAM HELPING YOU FAST

## IN GROUPS OF TWO

- What info would you add to make it a 5-star DOC report?

### DOC Report



“One of our grills isn’t working”



# GET HELP – FAST!

AN EFFICIENT DOC REPORT – HELP DOC TEAM HELPING YOU FAST

## DOC Report ★



“One of our grills isn’t working”

The picture is adding no value to the report



The DOC team needs to

- Reach out & wait for additional info
- Potentially need 2 visits, 1 to assess- and 1 to carry out the repair.

## DOC Report ★★★★★



“Our grill isn’t heating. The lights do not light up. The cable in the back looks damaged”

The Manager have done some troubleshooting and provided a clear picture of what's wrong.

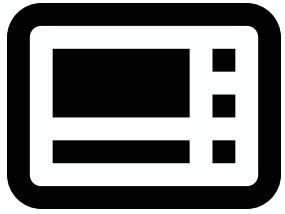


The DOC team can right away

- Assess urgency
- Bring correct equipment
- Repair upon first visit



# WHEN YOU NEED TO PURCHASE



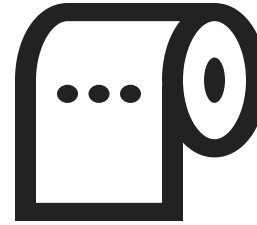
APPLIANCES/FURNITURE  
Large

Fx. Coffee machine



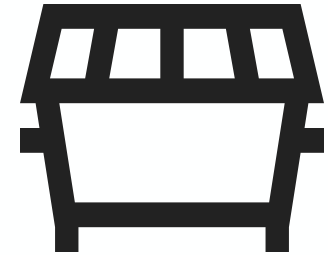
APPLIANCES/SPARE PARTS  
Small

Fx. Sandwich grill, blender,  
centrifuge knife, gaskets



DISPOSABLE GOODS

Fx. Cleaning material, light bulbs,  
toilet paper



THIRD-PARTY VENDORS

Fx. Trash handling, cleaning,  
laundry, pest control

## Process

Raise request with facility  
team via doc ticket in "Store  
tasks" on Work planner

Monitor inventory list  
Order via "Inventory" on Work planner

HQ Facility organises contract  
STM request adjustment  
directly to Facility Management  
by mail





# STORE MAINTENANCE

	Action	Tool
Planning store manitenance	<ul style="list-style-type: none"><li>• Have a plan!</li><li>• Have a stock!</li></ul>	Risk Proof Inventory workplanner
Planning store manitenance	<ul style="list-style-type: none"><li>• Have a plan!</li><li>• Have a stock!</li></ul>	Risk Proof Inventory workplanner
Correct daily usage	<ul style="list-style-type: none"><li>• Be a role model!</li></ul>	Purple Latte Feedback
Preventive maintenance	<ul style="list-style-type: none"><li>• Daily cleaning!</li><li>• Monitor performance</li></ul>	Risk Proof Repair or DOC report
Reactive maintenance	<ul style="list-style-type: none"><li>• Can we fix it?</li><li>• Get help</li></ul>	Fix it! and evaluate for future DOC report
Purchase	<ul style="list-style-type: none"><li>• Monitor and order inventory</li><li>• Large purchases</li></ul>	Workplanner DOC report



# AGENDA

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- 2 How to master the skill
- 3 **Sum-up and Impact**
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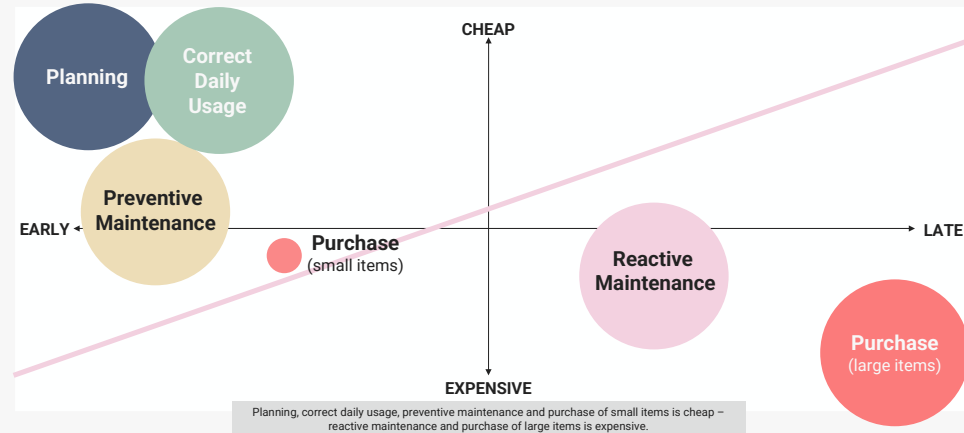
# SUM-UP AND IMPACT

From class-room theory to practical in-store skills

What are your **key learnings**?

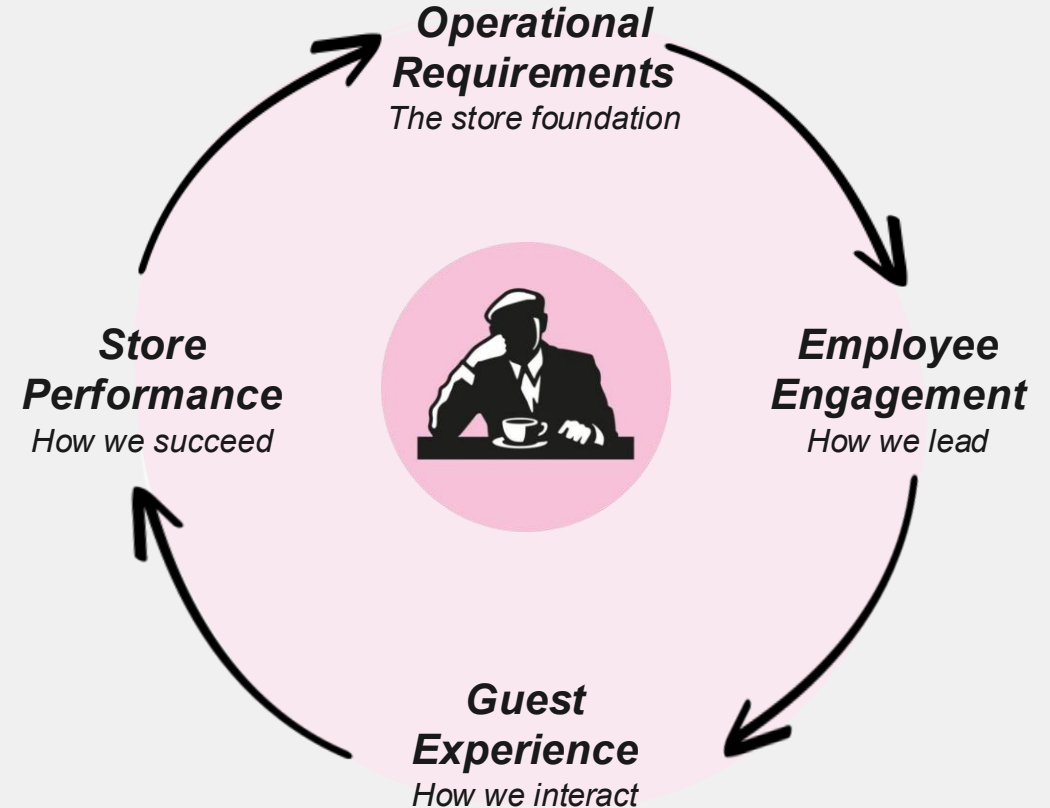
## WHAT IS STORE MAINTENANCE TASKS AS A MANAGER

AIM FOR EARLY AND CHEAP - STAY ABOVE THE PINK LINE



- Proper daily usage and preventive maintenance is better than Reactive maintenance and purchase
- Planning and quick reaction => lower cost and increased sales

## CIRCLE OF OPERATIONAL EXCELLENCE



How does mastering these skills affect each area within *the Circle of Operational Excellence* in your store?



# AGENDA

- 1 Why is this skill important?
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# HOW TO APPLY INTO PRACTICE

From practical in-store skills to daily, weekly, and monthly habits

<b>Assistant Store Manager</b>	Support the STM to make sure that set structures and standards are upheld.
<b>Store Manager</b>	Set structures and standards in the assigned store. Ensuring these are communicated, understood and followed by the team in the store.
<b>District Manager</b>	Train and support STM in developing, implementing, communicating and follow up on set structures and standards.





## **MANAGER SPECIALIST SESSIONS**

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