

CASE STUDY

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POTBELLY SANDWICH SHOP

400+ UNIT FAST CASUAL RESTAURANT CHAIN

OPSANALITICA SOLUTIONS:

OPS PROCESS MANAGEMENT



PROBLEM

The team at Potbelly were struggling, like most restaurant companies, with labor costs related to end of shift clock outs. Part of the closing manager SOP has always been to ensure that all employees are clocked out at closing time. The problem was there was no accountability around this task so it wasn't getting done on a regular basis. With an average clock out overage of 2 hours this was costing Potbelly an astronomical amount in unnecessary labor costs each month.

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- Potbelly added this task to the closing manager checklist with the added accountability measure of requiring a photo showing no employees being clocked in at the end of the night
- This one, simple procedure has **reduced Potbelly's labor overage charges by over \$20,000 per month**

MW, OPS SERVICES, POTBELLY SANDWICH SHOP

"Every time we challenge the OpsAnalitica team with a problem, they always have a simple to implement solution in their platform."

