



CASE STUDY

Chartwells UK protect their brand and enhance compliance with mpro5...





INTRODUCTION

Chartwells UK thrive on their ability to serve excellent meals consistently, safely and quickly...

IMPECCABLE SAFETY AND EXCELLENT QUALITY

Food service company Chartwells UK, part of Compass Group, approached us for a software solution that checks food quality, ensures safety and trims the fat from time spent on logbooks.

Missing a check could have serious consequences for the health of their customers and the business. We made sure Chartwell's solution was robust and accessible – making compliance easy and reliable.

Teams use mpro5 to carry out a 'Daily Food Quality Audit' on every site. This data is surfaced in real-time in a dashboard that lets managers and head-office track compliance at the press of a button. This assures them that things are running smoothly and lets them intervene quickly when they aren't.



Dashboards can also be used to spot trends and provide unique insight into daily operations.

INSIDE THIS CASE STUDY...



THE RESULTS

Chartwells now have a reliable and simple system that guarantees they exceed customer expectations for food safety and quality.

[SKIP TO SECTION >](#)



THE PROBLEM

With over 2,000 sites to manage across the education sector, Chartwells were struggling to manage their compliance...

[SKIP TO SECTION >](#)



THE SOLUTION

We worked with Chartwells to create and digitise a catch-all 'Daily Food Quality Audit' as a smart workflow...

[SKIP TO SECTION >](#)

THE RESULTS

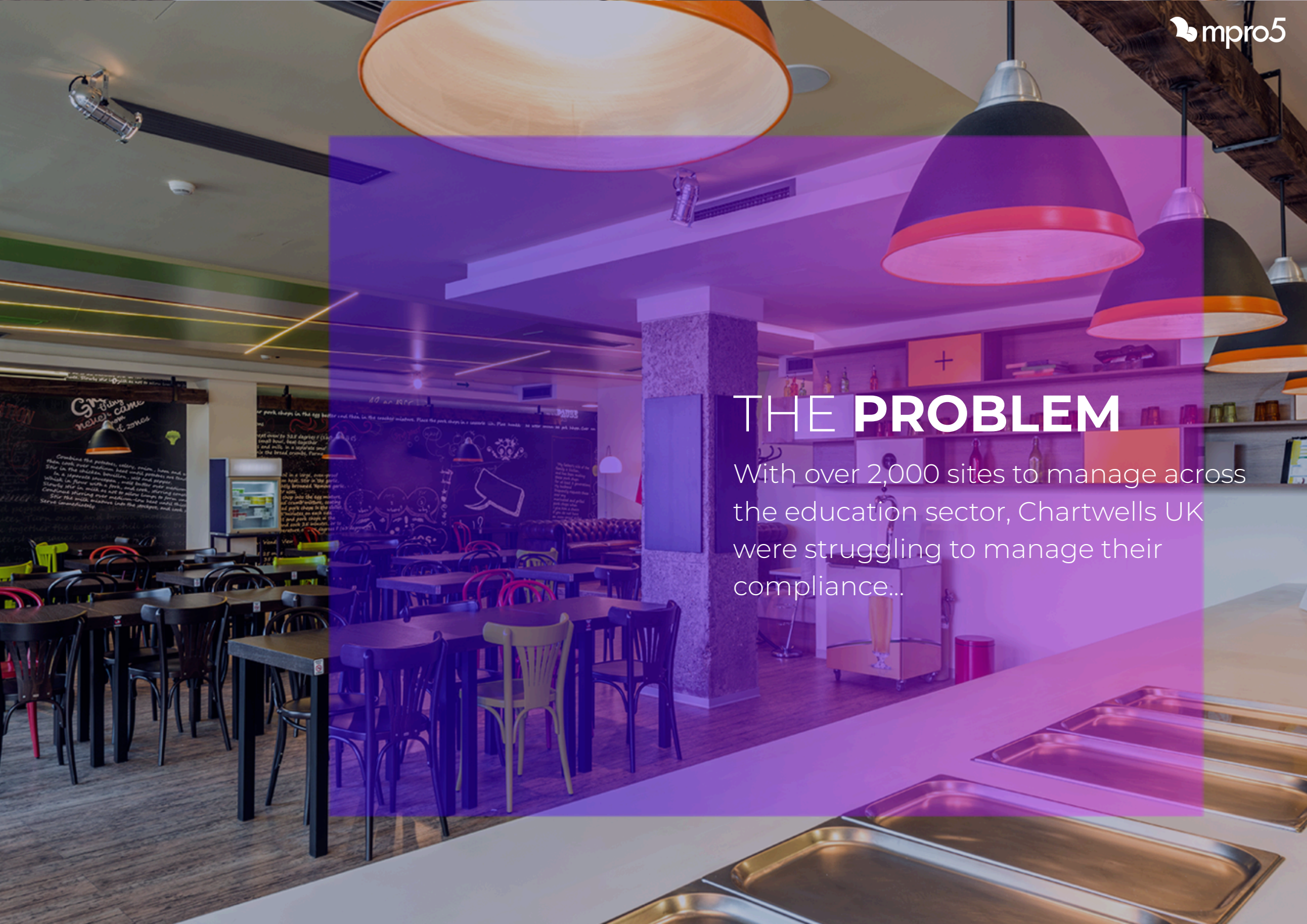
Chartwells now have a reliable and simple system that guarantees they exceed customer expectations for food safety and quality...

ONE SMART AUDIT FOR BRAND STANDARDS AND FOOD SAFETY...

Smart auditing stays true to Chartwells UK's food offering, builds trust with customers and protects their brand.

- 1.No check is abandoned in the 'to do' pile.
- 2.Managers can rest assured that all checks are completed.
- 3.Employees say that processes are easier to follow, that it lets them focus on the job at hand and improves accountability.
- 4.Real visibility of their compliance levels allows managers to spot trends and identify pain points to change cultural behaviour or give additional training.
- 5.Chartwells can demonstrate to their clients that they are improving compliance and are moving towards full digitisation.





THE PROBLEM

With over 2,000 sites to manage across the education sector, Chartwells UK were struggling to manage their compliance...



AN UNSUPPORTED AND PROBLEMATIC POINT SOLUTION

There was no way for Chartwells UK to know if the right ingredients were being supplied or used, whether the correct medical diets were being served or if their menus were correct.

Remedial or corrective actions were being completed by spreadsheet or email, which meant they were being forgotten and had no real audit trail to follow-up.

Paper logbooks were hardly worth printing: they were tedious to fill out, impossible to verify and tempting to stick in the 'to do' pile in a busy kitchen environment.

It was a struggle to meet customer expectations consistently and this was damaging revenue and risking their customers' health, which was a critical concern.

“
Compliance is of course a
priority for us and part of
that is completing audits.
Now we have mpro5 it is so
much easier to do these
quickly and, crucially, do
them right.”

Lorraine Foyle, Head of Food and Transformation - Compass Group
in

THE SOLUTION

We worked with Chartwells to create and digitise a catch-all 'Daily Food Quality Audit' as a smart workflow...

ALERTING, ACTION, INSIGHT

Employees use the mpro5 to check everything from the menus to medical diets, and this data is sent straight to the cloud.

Some answers can trigger a remedial action being sent out and managers can see live updates on any that are outstanding or completed.

We also broke the audit down into sections to make it more manageable.

Data gathered using the app is sent to the mpro5 platform, which surfaces the data in visual dashboards which let users drill down into the data for more information. This assures both managers and head-office that Chartwells food offering is consistent and the best possible representation of their brand.



We also set up a quality assurance audit that regional managers can use to quickly review data and take action on any problems as soon as possible.



Thank you for reading
FOOD SAFETY AND
BRAND EXCELLENCE:
CASE STUDY

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