Yum! the brand owner of KFC & Pizza Hut restaurants implements asset maintenance using eFACiLiTY® across its Indian stores

CLIENT BACKGROUND

Yum! Brands, Inc., or simply Yum! based in Louisville, Kentucky, operates or licenses some of the leading global brands like Taco Bell, KFC, Pizza Hut, and Wing Street restaurants around the world. Yum! is the world's largest fast-food restaurant company operating more than 52,000 restaurants in over 150 countries.

Yum! Brands have established a highly successful business division in India under Yum! Restaurants India, to aggressively accelerate future growth in the world's second-largest emerging market. Yum! in India operates numerous KFCs, Taco Bell, and Pizza Hut Casual Dining restaurants.

BUSINESS SCENARIO

Yum! Restaurants, while making a promising growth in India wanted to manage all their assets and automate the maintenance operations across KFC, and Pizza Hut restaurants. Their FM team was manually managing service requests received via phone from all their outlets through their helpdesk team. All the assets/equipment maintenance information of the restaurant chain was maintained on a standalone windows application, which made it difficult for the users across the country to access the system and report their problems, it was extremely challenging to schedule the maintenance activities at their various outlets.

Unlike large buildings, Yum! could not afford to maintain service technicians in every small city of their operation and any issue or failure in the cooking equipment such as freezer, fryer, beverage dispenser, blender, oven, drawer warmer, star grill, gas, water, electricity tracking meter, and other kitchen equipment would lead to immediate loss of sales/disruption in service, which adds to consumer discontent as meal delivery could be disrupted.

SOLUTION

Yum! wanted a software system that is highly flexible, customizable, and ensures 100% adherence to preventive maintenance scheduling with quick resolution of breakdown maintenance, resource optimization, etc. After much deliberations, Yum! found eFACiLiTY® to be an ideal fit. SIERRA analysed the asset maintenance requirements of Yum! and proposed to implement eFACiLiTY® Enterprise Asset Management System (CMMS/EAM) to meet the asset maintenance requirements of KFC/Pizza Hut restaurants.

Yum! recognized these limitations on their day-to-day activities and needed a solution to handle the management of all their assets and to ensure that the preventive maintenance is scheduled so that the topmost priority is given to the breakdown maintenance.

Yum! required a scalable Computerized Maintenance Management Solution (CMMS) that supported efficient asset inventory, automated maintenance schedules, effective management, and tracking of their assets/equipment across their 100+ stores on a unified platform.

When Yum! saw what SIERRA had to offer, they were convinced immediately that eFACiLiTY® CMMS/EAM solution would suit their requirements, providing one scalable platform for all their asset maintenance needs across their 100+ outlets.

eFACiLiTY® EAM/CMMS enabled their asset managers to track, maintain and manage assets/equipment seamlessly with automated workflows, preventive maintenance schedules, work order management, and asset inventory tracking to ensure the best performance & reduced downtime throughout the asset lifecycle.

eFACiLiTY® Enterprise Asset Management System (EAM/CMMS) ensured regular monitoring of all the assets by producing timely region-wise and store-wise comparative reports and insights required to measure the PPM performance. Automated maintenance policies/schedules for asset/equipment requiring periodic/usage-based maintenance and ad-hoc/break-down maintenance reduced the effort required by the maintenance team multi-fold.

Implementing **approval-based work order** creation allowed the maintenance managers to validate problem/services requests and avoid bogging down the system with incomplete requests and ensure only valid requests go through to the maintenance team. Work orders were auto-generated based on the maintenance policies/schedules and directly sent to the assigned technician/contractor with email/SMS notifications along with work order details (Spares, Tools, Tasks, etc.,). The FM team can now review the work order status & completions at a glance and keep track of their inventory for all of their equipment in the restaurant chain.

The Energy Consumption dashboard allows the facility managers to view & monitor energy consumption at the asset level and gain insights on the asset's operating costs to make informed decisions for better operational efficiency and cost savings.

CLIENT BENEFITS

eFACiLiTY® EAM/CMMS proved to be an excellent maintenance management tool allowing the FM team of Yum! Brands to manage all the assets effectively across all their restaurants. Seamless asset maintenance & management guaranteed smooth operational efficiency and kept all the work flawlessly organized, thus facilitating the top management with "centralized monitoring of all restaurants" from the headquarters.

- Streamlined day-to-day maintenance processes, automated operations/work orders, and effective inventory tracking & management.
- A centralized web-based system that is accessible by all users across various outlets of the restaurant chain for asset maintenance and managing activities.
- Effective tracking of warranty/AMC contract details, maintenance schedules, costs & budgets, breakdown history, and inventory related to the assets and their purchase orders.
- Increased equipment uptime and decreased maintenance response times.
- Ability to manage and organize service requests from all the restaurant brands centrally.
- In-time food delivery with increased customer satisfaction and increased sales.