

WORK ORDER NETWORK

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Call Avoidance and Warranty Tracking:

in the box *Jack in the Box's successful implementation of the Work Order Network*

"By constantly working to improve processes and communicating the success of those process changes my team has been able to drive significant value for Jack In The Box."

Judy Glasser (Facilities Service Center Manager – Jack in the Box)

Jack in the Box, a Work Order Network power user, has been utilizing Corrigo's Facility Management solution since 2004. In 2008, Jack in the Box harnessed the true power of Corrigo's solution by connecting with their Service Providers over the Work Order Network, giving Jack in the Box complete visibility into facilities operations. Currently, Jack in the Box manages the repair and maintenance of over 550 corporate restaurants and are in the process of integrating 350 Qdoba corporate restaurants into their Service Center located in Phoenix, AZ.

Small Changes = Big Savings

Jack in the Box has seen significant savings in two areas most facilities managers are unable to effectively track: Service Call Avoidance & Warranty Tracking. Through strong managerial efforts and by leveraging The Work Order Network, Jack in the Box has generated over 2 million dollars in savings since 2008 just in these two areas alone.

Fiscal Year	Call Avoidance Savings	Warranty Tracking Savings
2008	\$729,000	-
2009	\$532,000	-
2010	\$270,000	-
2011	\$142,000	-
2012	\$71,000	\$407,000



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Call Avoidance through Self-Help

Jack in the Box realized that every time a service provider was dispatched to one of their locations they were being charged, at a minimum, \$100.00 by their providers even if no service was performed. With over 600 corporate restaurants throughout the county, avoiding unnecessary trip charges became a primary focus for Jack in the Box.

First, Jack in the Box utilized the Work Order Network to determine which of their asset repairs were returning “no problem found” and then analyzed those Work Orders to determine what the restaurant had done to resolve the issue. Jack in the Box quickly realized that some of the requests could have been easily fixed in house with a few easy troubleshooting steps. Thus, Jack in the Box created self-help steps for each of their restaurants to utilize when making a request to repair an asset. The goal being to determine if (1) There really was a problem and (2) Could the restaurant without having to even take out a screwdriver troubleshoot a few key areas to avoid the dispatch of a provider.

Fiscal Year	Avg. Savings per Store	% of M&R Budget Saved
2008	\$525	1.6
2009	\$408	1.2
2010	\$235	0.7
2011	\$169	0.5
2012	\$118	0.3

Right from the start in 2008, Jack in the Box created significant savings through the implementation of self-help. As expected, self-help has evolved to the point where it has become SOP for their restaurants and through this behavioral change Jack in the Box is seeing less saving on paper each year but the reality is the majority of the restaurants are using trouble shooting prior to requesting service so the reduction in savings is related to strong process and culture that Jack in the Box created.

Jack in the Box is on pace to save over \$70,000 through Self-Help Call Avoidance again in 2013.



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Warranty Tracking

Jack in the Box wanted to automate the tracking of warranties to eliminate the cost associated with paying their Service Providers for work under warranty. Utilizing the Work Order Network, Jack in the Box standardized their operations by placing an automatic warranty on all assets for which a work order was assigned. Thus, if a Work Order was issued for an asset labeled under warranty, not only is Jack in the Box alerted as to which Service Provider the work should be assigned to, it also flags the work order with a \$0.00 Not to Exceed Limit.

Jack in the Box determined that each Work Order issued under warranty (that was previously being paid out to their Provider prior to 2012) cost, on average, \$250.00 per request. Since automating their warranty tracking in 2012, Jack in the Box has seen a remarkable savings of \$407,000 in 2012 and year to date have already seen \$228,000 in savings and expects this number to steadily climb as the busy summer season approaches.

Small Changes = Big Savings in Summary

Judy and her team are continuing to look for ways to improve the service that her team provides to their restaurants. Her goals are not only savings oriented but also to help the restaurants to improve and deliver on their guest's experience.

About the Work Order Network

The Work Order Network powered by Corrigo provides a new approach to facility maintenance that empowers franchisees to control their repair and maintenance (R&M) costs, efficiently monitor their vendors, and effectively protect their "brand." The Work Order Network delivers tremendous value to the end user by improving service levels, increasing profitability, and providing relevant and timely reports with data not available through other software providers.

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