Navigating and Generating
Performance Analysis Reports
in the HME CLOUD® Reporting System

Navigating the Performance Analysis Report

The Performance Analysis Report provides facts about a restaurant's performance by providing Management and Owners with the data of orders that exceed a pre-set goal. The preset threshold must be configured by the user.

The preset service limit or threshold is set by taking the goal D of the selected stores. Any visit that exceeds the <u>Goal D</u> will be categorized as a Disastrous Order and be displayed on this report.

It is configurable on both the ZOOM Nitro and ZOOM timer. In ZOOM Nitro, the user will need to access the Speed Goals Section and select **Default Goals**. Then they will configure **Goal D** as their Disastrous Order threshold.

In ZOOM, the user will configure Goal D by accessing the Edit Goals. Then, under the tab **Master Goals**, the user will configure their Goal D.

Performance Analysis

1. Log on to the to your HME CLOUD account.

2. Click on **Reports**.
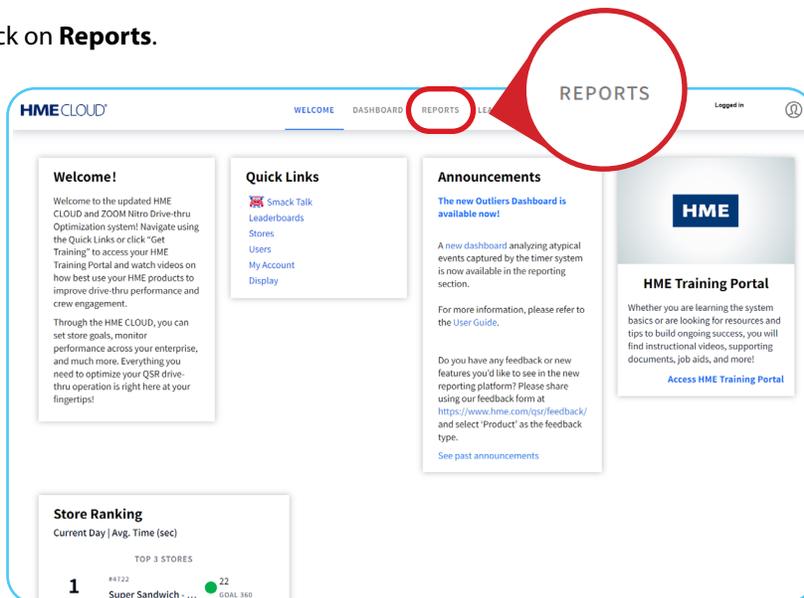
3. Select **Show Full Report** from the **Performance Analysis** box.
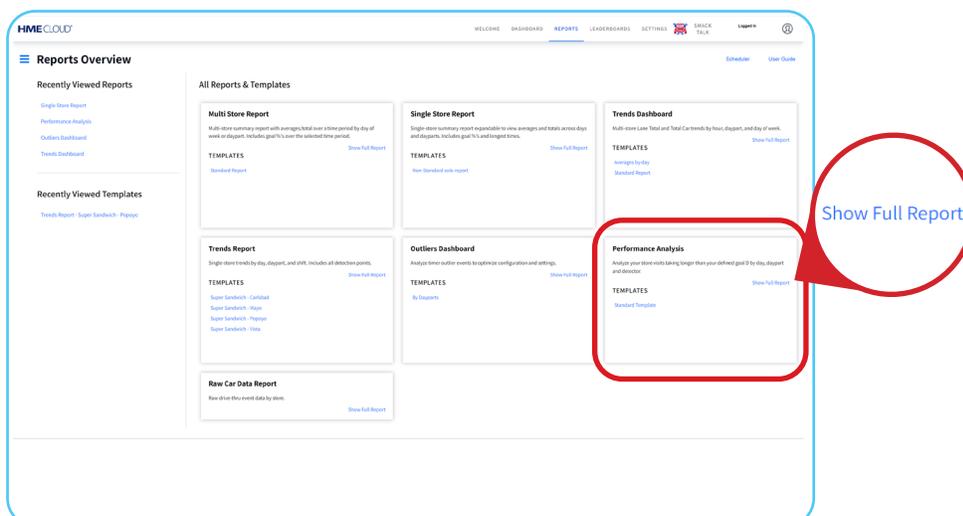
Note: To save your selection for future use, click on Save as Template in the upper-right corner. Enter a name for the template and then click Save.
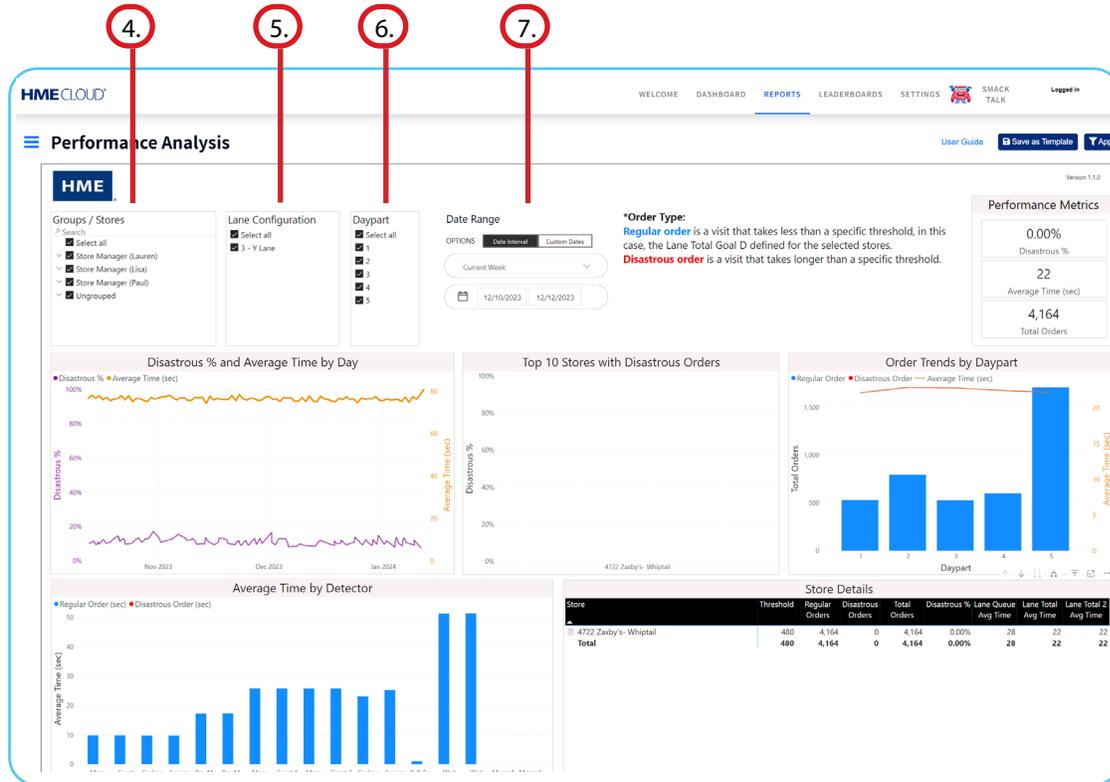
- To set the threshold for determining Disasterous Orders...

- The average of all stores is displayed on the graphs below unless only one store is selected. This report is responsive and will change the data displayed, based on the specific areas that you are interested in.

- Whenever you want to drill down on the information displayed, click on the data in the chart. For example, if you want to know more detail, click on the data displayed, and the report will reorganize the data based on your interaction.
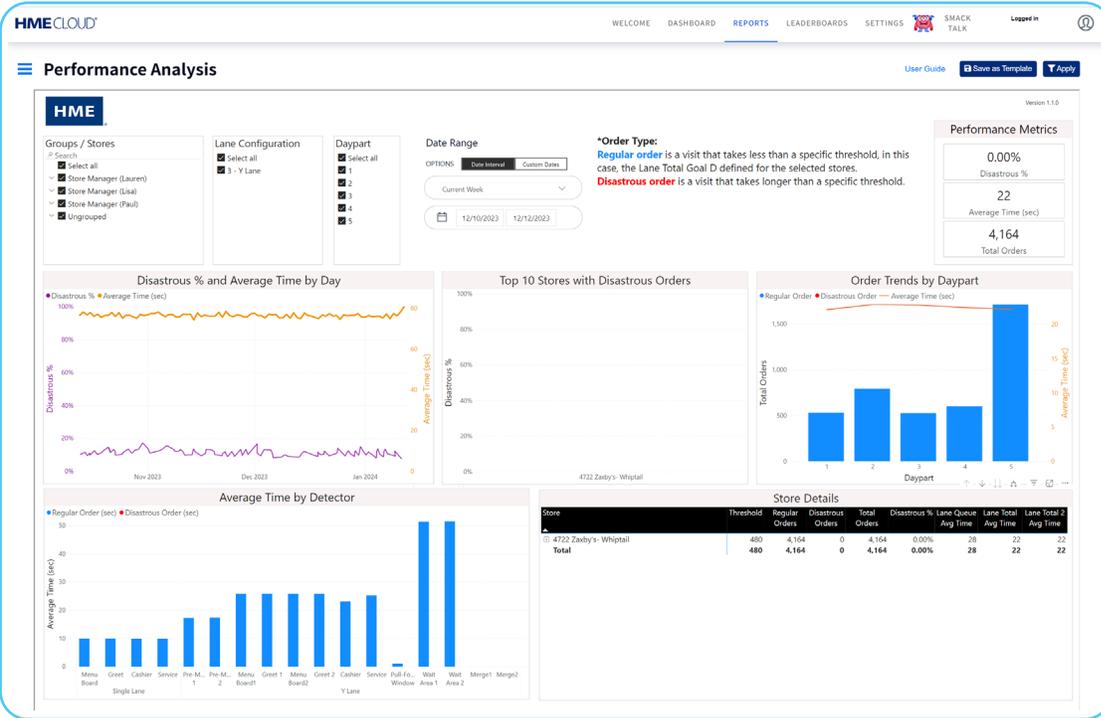
- The **Disastrous % and Average Time by Day** line graph shows the trends of both the average and the disastrous order times for comparison. The purple line shows how your average disastrous order times compare to the average time of regular orders shown here by the yellow line.

    Note: Hovering over any point in the graph will reveal the precise metrics and correlation for individual days. Clicking on a day's pop-up will change the other graphs on the page to reflect the information for that day.

- The 10 Stores with the higest disastrous orders graph shows you which stores in your group need to focus their attention on the disastrous orders.

  Note: To spot where an individual store is experiencing the most Disastrous Orders click on the bar for the store in the Top 10 Stores with Disastrous Orders bar graph. If your organization has more than 10 restaurants on your HME CLOUD account, only the 10 stores with the highest Disastrous Order time in your group will be displayed on the report.

- The **Order Trends by Daypart** window displays the ratio of regular to disastrous orders separated by daypart in both a bar chart and trend line. This allows users to see exactly when slowdowns occur.
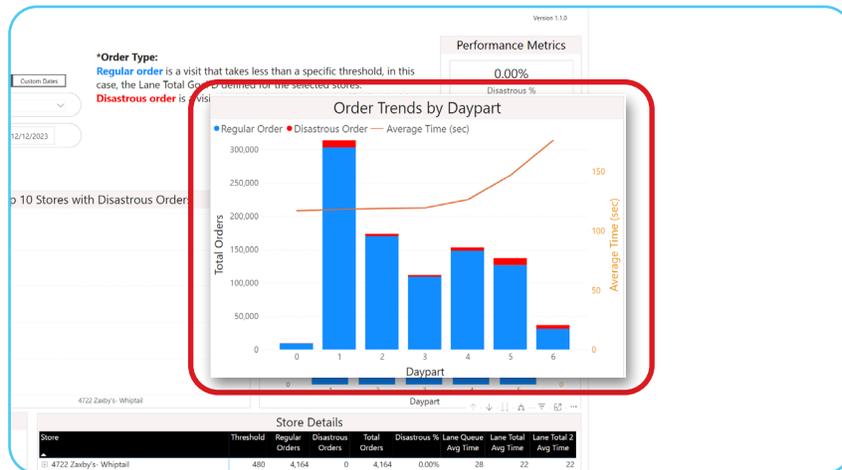
- The **Average Time by Detector** graph pinpoints the bottlenecks in your drive-thru process step-by-step. This helps identify the location in your drive-thru where the most delays occur.
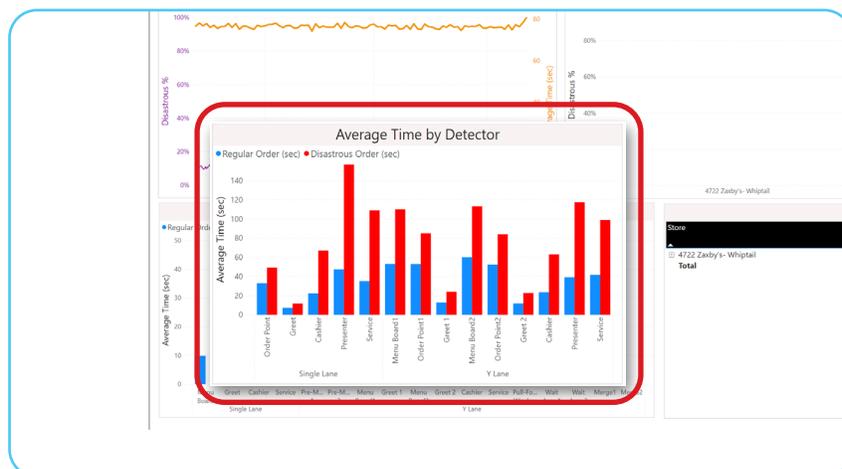
- The **Store Details page** offers a deep dive into the current store(s) data by date or daypart. Key information is organized into Regular Orders, Disastrous Orders, Total Orders, the percentage of Disastrous Orders, and average time per order.

    Note: Data from each table of the page may be exported individually as an Excel or CSV file or viewed individually as a table by clicking on the ellipsis in the top right corner of the box.

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