Josh Schultheis Worksheet 2 – Managing Quality

3. Good Quality-Attractive or at least hygienic employees, fast, crisp, fresh, juicy, flavorful, menu easy to navigate, fair price

Poor Quality-Poorly kempt employees, slow service, wilted or soggy, dry, bland, confusing menu, over priced

5. Quality assurance is a prescribed set of boundaries that allow for a certain margin of error that could produce a sub-quality product. Continuous quality improvement is a dynamic method that is constantly looking for the flaws in all aspects of the service process and then improving upon them. This guarantees the product will be of high quality or we’ll make it better.

6. Internal – Food service workers, managers and suppliers. Doctors and nursing staff would also fall into this category.

External – Resident and visiting family members

7. Each employee within a certain area is the master of that particular station. No one can know the ins and outs of that particular part of the process as well as they do. The more freedom you give to these employees the more they can identify and resolve problems that may never be brought to your attention. Another side to empowerment is the training and retraining of employees. As employees time working for the company increases they may notice flaws or inadequacies in their own training. This allows the training process to be catered to unforeseeable circumstances and prepare new employees for situations they may encounter.

13. Benchmarks

1. Appearance

2. Taste

3. Variety

4. Speed

15. A. ISO 9000 – A series of five standards, mostly specific to a specific service or product , but interrealated. The standards are based on the following eight principles:

* Customer Focus
* Leadership
* Involvement of people
* Process approach
* Systems approach to management
* Continual improvement
* Factual approach to decision making
* Mutually beneficial supplier relations

B. Keys to excellence – Four key indicators of quality that can earn a school the designation of District of Excellence in Child Nutrition. The Keys are:

* Administration
* Communication and Marketing
* Nutrition and Nutrition education
* Operation

C. Professional practices in college and university foodservice – A tool for continuous professional development, self assessment , and continuous quality improvement. Contains objectives and practices in fifteen areas that professionals should follow:

* Professionalism
* Organization
* Planning
* Marketing
* Operational Controls
* Human resources
* Menu management
* Purchasing/receiving/storage
* Food safety
* Service management
* Safety and security
* Facilities management
* Technology
* Capital Improvement
* Contract services

D. ORYX® - A 1997 initiative, by The Joint Commission, that integrates outcomes and other performance data into the accreditation process.

16. They create accreditation programs and standards with the help of professionals and service providers. Their services are voluntary and non-profit, but their accreditation shows a dedication to quality foodservice management.