Case Study: Nationwide UK Quick-Service Restaurant Chain

Overview: A leading global quick-service restaurant chain with a vast network of outlets across the country sought a training provider to help streamline the management of training and compliance across their diverse and high-volume operations. We provided our services specifically for the UK arm of their restaurant network. Their primary goal was to provide cost-effective, government-regulated training while reducing the complexity of overseeing compliance across a large portfolio of sites in the UK.

Challenges:

- Efficiently managing training and compliance across a large number of fast-paced, high-turnover locations.
- Maximising delegate attendance while reducing per-head training costs.
- Ensuring strict adherence to government regulations, particularly those related to health and safety.
- Minimising time and resources spent on manual tasks associated with training and compliance administration.
- Previously lacking a unified system to track historical compliance checks and staff movement, making audits and compliance verification a time-consuming and often incomplete process.

Our Solution: With years of experience delivering tailored training solutions for multi-site, high-volume businesses, we developed a bespoke solution specifically suited to the needs of this nationwide quick-service restaurant chain. Our approach was designed to maximise flexibility in training, improve delegate attendance, and drive cost savings, while keeping compliance with health and safety standards a top priority.

Key Features of Our Solution:

1. **Bespoke Compliance LMS System:** We implemented a custom Learning Management System (LMS) to manage and track essential compliance metrics across their diverse network of locations. This system enabled the

business to maintain consistent compliance with their internal targets and industry regulations, ensuring team members received up-to-date training and certifications in a timely manner.

2. **Comprehensive Reporting and Automation:** Our system provided in-depth reporting tools to offer insights into training progress and compliance across the entire organisation. Automation of training-related communications streamlined the process, reducing the time spent on manual tasks and minimising the chance of administrative errors, thereby saving both time and resources.
3. **Training Flexibility and Attendance Boost:** The solution offered a wide range of training courses, giving managers and delegates the flexibility to select training sessions that best met their operational needs. This flexibility helped increase delegate attendance and ensured that employees were trained when needed, which in turn reduced operational disruptions.
4. **Bespoke Payroll Integration:** We developed a tailored payroll integration that automated the onboarding process, as well as the movement of employees within the business. This integration ensured that training records and site compliance were automatically updated whenever there were personnel changes, providing real-time insights into site compliance status across the entire organisation.
5. **Historical Tracking and Audit-Ready Paper Trail:** The system now provides easy access not only to up-to-date staff compliance records but also to historical data on staff movements and compliance checks. Should an incident occur onsite that requires an audit, the company now has a flawless paper trail for all compliance-related activities, something they previously lacked. This audit-ready feature gives them the ability to track and review past compliance checks and staff movements quickly and efficiently, significantly reducing the risk of compliance gaps or missing information in the event of an audit or investigation.

Results:

- **Cost Savings:** By automating training and compliance tracking, the business saw a significant reduction in per-head training costs, improving the overall cost-effectiveness of their training programme.
- **Improved Compliance:** With real-time tracking and comprehensive reporting, the company ensured all locations adhered to health and safety regulations, safeguarding the business from potential non-compliance risks.
- **Operational Efficiency:** Automation of administrative tasks allowed HR and training teams to focus on more strategic priorities, reducing the time spent

on manual processes and mitigating the risk of errors.
- **Greater Insight and Audit Capability:** Real-time visibility into training and compliance status at each site, along with access to historical records and an audit-ready paper trail, empowered managers to make informed decisions quickly and ensured the business was always prepared for compliance audits.

Conclusion: By thoroughly understanding the client's training needs, organisational structure, and regulatory requirements, we implemented a fully integrated solution that delivered significant savings, improved compliance, and streamlined operations. Our tailored approach not only addressed the pain points the organisation faced but also provided them with the unified capabilities to track compliance and staff movement more effectively, ensuring ongoing operational success across their nationwide network of UK quick-service restaurants.