

How Important is Your Brand?

What is the financial impact and risk associated with poor product quality and inconsistent operational practices? Foodservice companies know all too well that substandard products, poorly controlled specifications, improperly trained employees, or poor service can cost millions of dollars a year in lost sales and leave the door open to more catastrophic consequences.

Without an enterprise-wide, systematic process for managing supply chain quality, foodservice companies struggle to comply with industry mandates, company policies, and shifting regulatory requirements designed to mitigate these impacts. Gaining enterprise-level visibility into key quality and compliance metrics is critical to differentiating your brand, controlling costs and managing risk.



Capabilities

- Audit & Inspection Management
- Complaint & Credit Management
- Recall Management
- Document Control

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We have our finger on the pulse of product quality issues. The system is “now time” and we can start the resolution within a few minutes of an issue being identified by the restaurant.

— Bill Potter, Director of Quality,
Chef Solutions - Pennant Foods

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Protect Your Brand and Improve Regulatory Compliance

Instill Quality ManagementSM is a web-based, hosted solution that enables foodservice companies to capture, route, correct, prevent and analyze system-wide issues between their organization and their trading partners.

Instill Quality Management gives companies the ability to collaborate online with their partners, providing a real-time closed-loop view of enterprise-wide quality and compliance. By unifying all quality and compliance data into one central repository, foodservice companies can leverage robust reporting, dashboard and alert capabilities to easily identify trends, overdue actions, and other key metrics while maintaining detailed scorecards against key performance indicators (KPIs).



Benefits

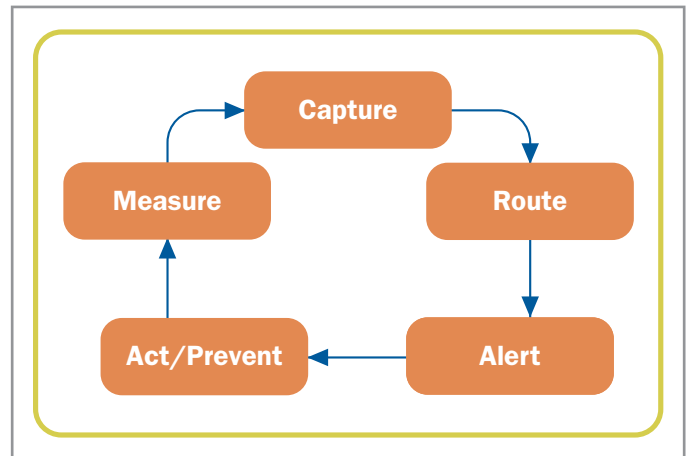
- Protect brand image and market share
- Make quality a competitive differentiator
- Reduce the number and severity of quality related incidents
- Recover costs related to sub-standard products
- Reduce costs of regulatory compliance and ensure adherence to corporate standards
- Improve communication and collaboration across the organization and with trading partners



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Instill’s solution has been a win-win for IPC/SUBWAY® and our trading partners. In a six month period, IPC identified hundreds of thousands of dollars in savings to our supplier partners due to a reduction in complaints and complaint resolution time.
— Rick Buttner, Director of Quality and Purchasing, IPC / SUBWAY®
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Instill Quality Management Solution

- Capture, route and escalate key quality events to internal and external stakeholders
- Closed-loop collaborative resolution and formal corrective & preventive actions
- Real-time visibility into event details, current owner and status across your trading partner network
- Measure partner’s key performance indicators (KPI’s) and create detailed scorecards
- Alert notifications upon overdue actions, exceptions, unwanted events, or trends
- User-specific dashboards and reports
- Creation, revision and approval of quality documents
- Secure central repository for efficient storage and retrieval of controlled documents
- Available stand-alone or integrated to legacy or other enterprise applications



Use Instill Quality Management as a central repository to capture, route, monitor, alert and act on all quality related issues.

For More Information

For more information call 1-888-INSTILL or email sales@instill.com

About Instill

For more than a decade, Instill has been helping customers build enterprise value by applying innovative technology and industry expertise to address the unique challenges facing foodservice companies. Instill is the only technology company focused exclusively on the foodservice industry, providing a proven, comprehensive set of solutions for leading companies such as Hardee’s, International Dairy Queen, IPC/SUBWAY®, Nathan’s Famous, YUM! Brands’ UFPC and UPGC, Centerplate, General Mills and Procter & Gamble. Instill is headquartered in Redwood City, California, and can be reached at 1-888-Instill or at www.instill.com.



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