## **Quality and Evaluation**

_	Evaluation									
Quality Standards Category	Quality Standards Criteria/Description	Evaluation Questions	Evaluation Indicators C	riteria Met?						
oategory		How satisfied are customers with the tablets? How does the use of tablets compare to other ordering methods in terms of satisfaction?	Customer satisfaction survey results,	riteria met?						
Category: Customer Satisfaction	Customers want a faster, more efficient experience with correct orders.		tablet and other ordering methods.							
		How proficient are staff in using the tablets? How much time is being saved by using the tablets compared to traditional ordering methods?		Ш						
	Staff should be able to use the tablets effectively and efficiently.	How much time is being saved by using the tablets compared to traditional ordering	Observation of staff using the tablets, time- tracking data comparing tablet and traditional ordering methods.	_						
Category: Training	effectively and efficiently.		ordering methods.							
	Tablete should function properly and have	How frequently do the tablets experience technical issues? How long does it take to resolve technical issues?	Number and duration of technical issues, time							
Category: Tablet Hardware	Tablets should function properly and have minimal downtime.	resolve technical issues?	Number and duration of technical issues, time spent resolving technical issues.							
		reachie technical issues?  When easy do nutries that is place an order using the telefact? Do nutries recognize any difficulties when using the recognize any difficulties when using the Hower much time is being seved by using the telefacts compared to inductional ordering indicated configuration of telefacts compared to induced any difficulties with the ordering directions that can be designed in the discount of the place of the discount of t								
Ease of use of the tablets:		order using the tablets? Do customers encounter any difficulties when using the	Customer survey results on ease of use, observations of customer interactions with the	_						
	Customers should find the tablets easy to use	tablets? How much time is being saved by using the	tablets.							
		tablets compared to traditional ordering methods? Are there any bottlenecks or	Time-tracking data comparing tablet and traditional ordering methods, observations of							
Productivity enhancements:	The tablets should improve efficiency and productivity in the restaurant.	inefficiencies in the ordering process that can be improved with the use of the tablets?	traditional ordering methods, observations of the ordering process with and without the tablets.							
Effectiveness:	The tablets should be effective in meeting the goals of the project.	Have the tablets increased sales? Have the tablets improved the customer experience?	bablets. States and after implementation of the tablets, sustomer feedback on the tablets. Number and sevently of security breaches or data leaks. Customer survey results on user experience, characteristics of customer survey results on user experience, characteristics of customer interactions with the tablets.							
Security:	The tablets should be secure and protect customer data.	Have there been any security breaches or data leaks related to the tablets?	Number and severity of security breaches or data leaks.							
User experience:	The tablets should have a positive user	How easy do customers find it to use the tablets? How do they feel about using the	Customer survey results on user experience, observations of customer interactions with the							
	experience.	tablets?  Are there any issues with the integration of the	tablets. Observations of the integration of the tablets							
Integration with POS system:	The tablets should seamlessly integrate with	tablets and the POS system? How much time is being saved by using the tablets to input	and POS system, time-tracking data comparing input of orders through the tablets versus							
	The tablets should seamlessly integrate with the restaurant's point of sale system.	orders directly into the POS system?  What are the costs associated with	traditional methods.							
Cost-effectiveness:	The tablets should be cost-effective and	implementing and maintaining the tablets? Are the tablets generating sufficient additional	Cost data for implementing and maintaining the tablets, revenue data before and after							
	provide a good return on investment.		tablets.  Observations of the integration of the tablets and POS system, time-tracking data comparing input of orders through the tablets versus traditional methods.  Cost data for implementing and maintaining the tablets, revenue data before and after implementation of the tablets.							
			Time-tracking data comparing ticket times for							
	amt of time between placing an order and delivering it to the table. Good average is 8	What is the average ticket time for orders placed through the tablets compared to traditional methods? Are there any bottlenecks or inefficiencies in	orders placed through the tablets versus							
	minutes for appetizers and 12-15 minutes for	Are there any bottlenecks or inefficiencies in the ordering and delivery process that can be improved with the use of the tablets?	Observations of the ordering and delivery	_						
Average Ticket Time	entrees. target one-minute checkout time and ensure	improved with the use of the tablets?  What is the average checkout time for customers using the tablets compared to	Observations of the ordering and delivery process with and without the tablets. Time-tracking data comparing checkout times for customers using the tablets versus	-						
Quicker Checkout	entrees. target one-minute checkout time and ensure tabl the checkout process is seamless and easy to navigate from user perspective. Less than 5% of oustomers should report technical issues each week.	traditional methods?	traditional methods.							
Minimize reports of technical issues with tablets	Less than 5% of customers should report technical issues each week.	What is the percentage of customers reporting technical issues with the tablets each week?  What is the percentage of correct orders place through the tablets compared to traditional methods?	Customer survey results on technical issues with the tablets.							
		wnat is the percentage of correct orders places through the tablets compared to traditional	Data on the percentage of correct orders placed through the tablets versus traditional methods. "Ime-bracking data companing said times for customers with and without the use of tablets for order placeman." Comparison of customer retention data in tablet were supported to the companing of the tablets of the control of the customer retention data in tablet were servers non-tablet areas before and after implementation of the tablets.							
Reduce incorrect orders	rarget 98% order accuracy	metnods? What is the average wait time for customers	metnods.							
Decrease customer wait time in the	Average wait time of 10 minutes or less before	perore being seated at the restaurant, with and without the use of the tablets for order	time-tracking data comparing wait times for customers with and without the use of tablets							
ionoy	customers are seated.	piacement? Have the tablets resulted in a 5% increase in	ror oroer piacement.  Comparison of customer retention data in tablet	-						
Increase customer retention	Increase customer retention in tablet areas by 5%	customer retention in the tablet areas compared to non-tablet areas?	areas versus non-tablet areas before and after implementation of the tablets.							
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