		YTD 2013	Target 2014	Jan-14	Feb-14	Mac-14	Qtr 1	Apr-14	Mei-14	Jun-14
1) People	Source of data									
Critical Crew	PCR			45	45	45	45	45	45	45
Actual Crew (HRMS)	HRMS Active Crew			53	47	54	54	53	52	55
Difference (+/-)				8	2	9	9	8	7	10
90 Days Crew Turnover %	HR Dept		20.0%	27.8%	24.7%	22.1%		25.0%	21.2%	22.9%
Crew Turnover % Annualised	HR Dept		100.0%	271.7	150.0	140.7%		124.5%	120.0%	134.5%
Crew Overtime Hours	HRMS			456	366	360	1,182	426	388	417
People Review Score	Latest FOR or SOR done									
Crew Commitment Survey	HR Dept									
Manager Commitment Survey	HR Dept									
Targeted Crew Trainer	1 CT to 8 Crew			6	6	6	6	6	6	7
Actual Crew Trainer	HRMS Active Crew			7	6	6	6	6	6	5
Difference (+/-)				1	0	0	0	0	0	(2)
Management Stability	HR Dept									
2) QSC										
CSO Score										
Total Number of Shops	ISC Website									
Number of shops missed for D-Thru	ISC Website									
D-Thru CSO Score	ISC Website									
Number of shops missed for Dine-In	ISC Website									
Dine-In CSO Score	ISC Website									
D-Thru TET	ISC Website									
Dine-In TET	ISC Website									
Last FOR / SOR Score	* Food Safety is Pass or Fail (P/F)									
	Performance Matrix									
3) Sales										
Plan Sales	Revised budget file									
Actual Gross Sales	Intranet									
Sales versus plan %										
Actual GCs	EOM File Ops Report									
Total Peak Period Comp GCs %	Peak 2.012 Report									
Comp Sales %	EOM File Ops Report									
Comp GCs %	EOM File Ops Report									
Average Check										
Breakfast Sales	EOM File Ops Report									
Breakfast Sales %										
Breakfast Comp Sales %										
DT Window Sales	EOM File Ops Report									
DT Window Sales %										
DT Window Comp Sales %										
DK Sales	EOM File Ops Report									
DK Sales %										
DK Comp Sales %										
MDS Sales	EOM File Ops Report									
MDS Sales %										
MDS Comp Sales %										
MDS Hit Rate										
4) Profit										
Gross Profit %	P&L Summary Report									
PAC %	P&L Summary Report									
SOI %	P&L Summary Report									
FCC %	EOM File "Inventory" sheet									
Crew Labor %	P&L Summary Report									
M&R %	P&L Summary Report									
GCPCH	GCPCH Report									
Net Sales (RM)	P&L Summary Report									
Breakfast Sales 2013	2011 EOM File "Ops Report" sheet									
DT Window Sales 2013	2011 EOM File "Ops Report" sheet									
DT Store Gross Sales 2014	Store P&L									
DK Sales 2013	2011 EOM File "Ops Report" sheet									
MDS Sales 2013	2011 EOM File "Ops Report" sheet									
Total Peak hour GCs 2013	Monthly Peak Report from RSG									
Total Peak hour GCs 2014	Monthly Peak Report from RSG									
Gross Profit (RM)	P&L Summary Report									
PAC (RM)	P&L Summary Report									
SOI (RM)	P&L Summary Report									
FCC (RM)	EOM File "Inventory" sheet									
Crew Labor (RM) (With Bonus)	P&L Summary Report									
M&R (RM)	P&L Summary Report									
Total Non Rider hours + Foreign Worker + FM + CSM + Star	GCPCH File from Yee Lin									

Qtr2	Half	Jul-14	8/1/201	Sept-14	Qtr 3	Okt-14	Nov-14	Dis-14	Qtr4	YTD 2014
45	45	45	45	45	45	45	45	55	55	55
55	55	55	52	49	49	45	46	47	47	47
10	10	10	7	4	4	7	1	2	(8)	(8)
		24.4%	22.2%	24.4%		25.0%	30.5%	26.6%		
		174.5%	161.5%	166.0%		149.4%	228.3%	184.1%		
1,231	2,413	546	241	219	1,006	310	429	420	1,159	4,578
7	7	7	7	7	7	7	7	7	7	7
5	5	5	6	7	7	6	7	7	7	7
(2)	(2)	(2)	(1)	0	0	(1)	0	0	0	0