

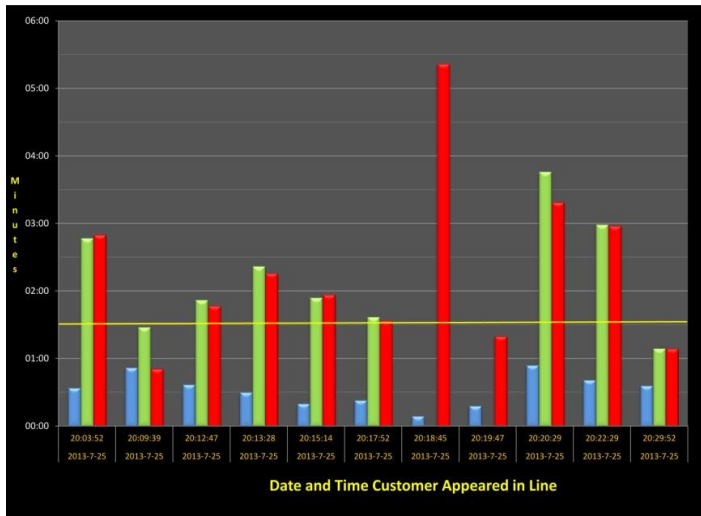
# StoreAudit™

Customizable business operations performance monitoring service

## Customer Experience Metrics

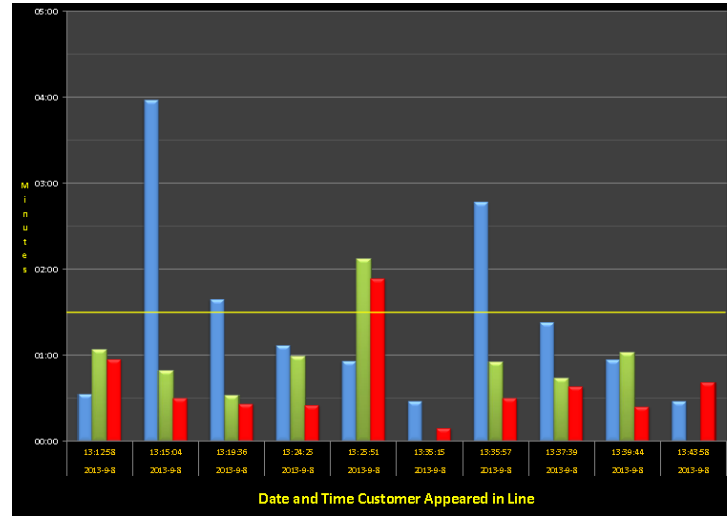
### STORE 123, MTH = JULY

ORDER TIME GOAL (RED BAR) = 90 seconds  
 ORDER TIME ACTUAL = **27% SUCCESS**



### STORE 123, MTH = SEPT

ORDER TIME GOAL (RED BAR) = 90 seconds  
 ORDER TIME ACTUAL = **90% SUCCESS**



- Service Time
- Order Time
- Sandwich Prep Time

Service Time = time from when customer pays to when customer receives the entire order.

Order Time = time from when customer appears to when customer pays.

Sandwich Prep Time = time from when employee speaks into microphone to when customer receives their sandwich.

The yellow line represents a Service Time Target of 90 seconds.

