

# Franke Foodservice Systems, Inc. and iQ4bis: Equipping New Restaurants Requires No-Fail Manufacturing and Coordinated Delivery of Complete Kitchens



## Improved productivity

Franke Foodservice Systems, Inc. is a manufacturer and distributor of kitchen equipment for several of the world's largest and best-known fast-food restaurant chains. When a new restaurant is planned, Franke Foods is one of the first and most important vendors on site, shipping in a complete kitchen on a semi-trailer, and supplying the project management services and labor to install it quickly and properly. Components have to arrive on time, and the installation crew has to perform flawlessly. Franke Foods has developed sophisticated manufacturing, project management, and customer service procedures to become the leader in its field.

"We have an internal scorecard," says Craig Gonsewski, Franke's Controller. "It's our BHAG metric—Big Hairy Audacious Goal: get productivity three times greater than it was. When we started, our score was at 0.55, and two years later, we've quadrupled our performance to 2.10. We see iQ4bis as a major contributor to our improvement."

## Cost savings

"Rather than keeping headcount in my group busy with report writing activities, other areas of the company can now use iQ4bis to examine their data and perform their own analysis," says Gonsewski. "Those operational areas now have better, more timely access to the information they need.

Meanwhile, I no longer had work to keep two roles busy with reporting requirements, and relinquished the headcount over to other departments."

The headcount savings were satisfying, but iQ4bis has also enabled savings in salaries. "With improved visibility into backlog and upcoming production requirements, our production managers can fine tune weekly

production staffing requirements, saving us roughly 15% in salaries and related costs in the first year," explains Gonsewski.



## Improved Productivity, Increased Customer Satisfaction and Service

### Business Challenges

- Get a global financial view of the entire company to view the status of the business first thing every morning
- Control excess/obsolete inventory
- Better coordinate rollout activities

### Business Results

- Monitoring production requirements in real time enabled ramp up/ ramp down of staffing, favorably impacting salary costs by up to 15% annually
- Quadrupled internal productivity from 0.55 to 2.10 in two years
- Reduced finance department headcount, transferring to other departments and freeing finance staff from doing numerous reports
- Executives have real-time visibility to see trends and specific detail information when needed

success.



# Franke Foodservice Systems, Inc. and iQ4bis: Equipping New Restaurants Requires No-Fail Manufacturing and Coordinated Delivery of Complete Kitchens (continued)

## Promoting data to actionable information

Franke Foods maintains a lot of data. Making it into actionable information is the challenge. “iQ4bis does that,” says Gonsewski. “Once you have the model, you can make all of this information available throughout your organization, so that line managers can evaluate, analyze, and make decisions based on facts.”

“Rollouts [new product introduction and shipment] are a big part of Franke’s business,” says Gonsewski. “With iQ4bis, we move faster on rollouts, and know where we’re overloaded and what orders need to be moved out.

Our rollouts can be very fluid—dates move a lot, and as we get better information, we can pull those orders and move them out, notify the customers, keep everyone informed.” Franke’s improved productivity in customer service and sales goes a long way toward keeping customers happier.

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*Craig Gonsewski,  
Controller, Franke  
Foodservice, Inc*

## Ease, speed, low cost of implementation

“We selected iQ4bis largely because we could get it operational so quickly,” says Gonsewski. “From start to

finish our system was implemented in two weeks. I ran parallel for two to three weeks with my manual system, and we found several instances where we were making mistakes with the manual system. Our corporate office encouraged us to look at Cognos. We estimated it would take two full-time programmers at least eight to ten months before we’d see anything out of Cognos, plus the yearly fees. iQ4bis was one-fourth of the price to implement and maintain.”



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Controller, Franke  
Foodservice, Inc*

## Who Uses iQ4bis In Franke Foods

- Finance
- Production
- Inventory Control

## Benefits For Franke Foods

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## Associated Platform

- PBS, homegrown ERP solution
- Lotus Notes
- IFS general ledger system
- Microsoft SQL Server on Oracle database

## iQ4bis Products

- iQ4bis DataServer
- iQ4bis Analysis

## Key Reasons Franke Foods Selected iQ4bis

- Easy implementation; fast return on investment
- Minimal user training required
- Faster reporting through visibility into current status of invoices and order backlog
- Easy to estimate weekly manpower requirements based on production requirements

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