

TOP 10

PRINCIPLES FOR STRONGER DAILY OPERATIONS

Compiled by ANFP Staff

1. **Set clear standards.** Every strong operation starts with clear expectations. Staff should understand what quality, safety, service, teamwork, and accountability look like in daily practice.
2. **Standardize key processes.** Consistent recipes, procedures, schedules, and service practices help reduce mistakes and create dependable results, even when different employees complete the work.
3. **Use data to guide decisions.** Leaders should review reports, audits, costs, waste, labor use, and feedback before making changes. Reliable information helps teams focus on the real issues instead of guessing.
4. **Make improvement part of daily work.** Operational excellence grows through small, steady improvements. Teams should identify problems early, test practical solutions, review the results, and adjust as needed.
5. **Keep safety at the center.** Safe operations require daily attention to food safety, hand hygiene, temperature control, cleaning, sanitation, and preventing contamination. Safety must be built into every task.
6. **Train and communicate consistently.** Employees perform better when they understand both the task and the reason behind it. Ongoing training, coaching, reminders, and feedback help build confidence and consistency.
7. **Remove workflow barriers.** Leaders should observe how work actually happens and look for delays, extra steps, missing supplies, or equipment problems. Improving workflow helps staff work more efficiently and safely.
8. **Control costs wisely.** Strong operations manage labor, food orders, inventory, portions, menus, and supplies with care. The goal is to reduce waste and control spending without lowering quality or service.
9. **Listen to stakeholders.** Feedback from staff, customers, residents, families, and vendors can reveal strengths and areas for improvement. Listening carefully helps leaders make changes that matter.
10. **Lead accountability and teamwork.** Leaders set the tone for the entire operation. They build trust by following through, solving problems fairly, supporting staff, and keeping everyone focused on shared goals.

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