



QSC/SMG METRICS

During the QSC process, the GM/SL on duty will need to have access to SMG and pull up the following criteria for the Steritech specialist.

*[*Requesting new/updated SMG access](#) takes 72 hours, so plan accordingly (must be logged into WingYOU to view).*

DIGITAL CARRY-OUT OSAT RATING IS 60% FOR LAST 30 DAYS - SPEED OF SERVICE QUESTION #11

- Go to the home page 
- Select the filter button in the top right corner of your home page and adjust your timeframe to "Last 30 Days."



1 Timeframe

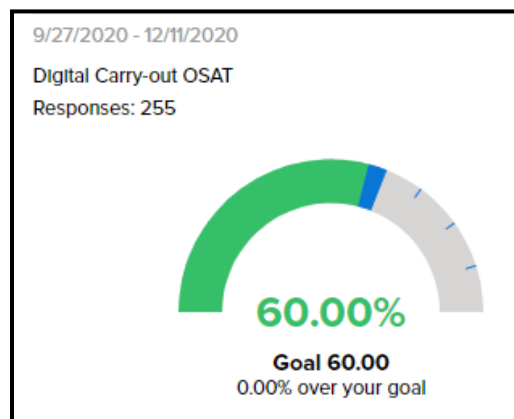
Date range:

Last 30 Days

From 1/10/2021

To 2/8/2021

- Go to the *Gauge Pods*



DELIVERY OSAT RATING IS 60% FOR LAST 30 DAYS - SPEED OF SERVICE QUESTION #12

- Go to the home page 
- Select the filter button in the top right corner of your home page and adjust your timeframe to "Last 30 Days."



1 Timeframe

Date range:

Last 30 Days

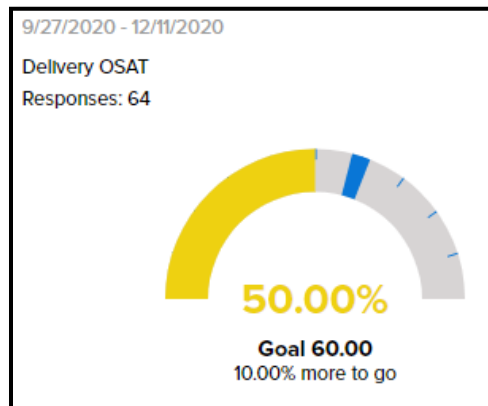
From

1/10/2021

To

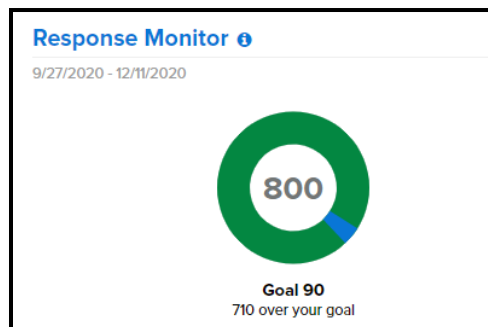
2/8/2021

- Go to the *Response Monitor*



GM/SL CAN IDENTIFY HOW MANY SURVEYS THEY HAVE RECEIVED QUARTER TO DATE - FRIENDLINESS QUESTION #38

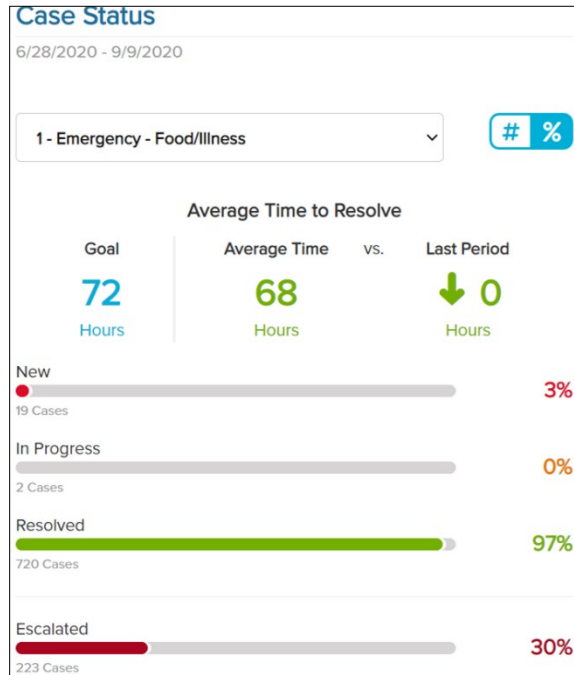
- Go to the home page 
- Go to the *Response Monitor*



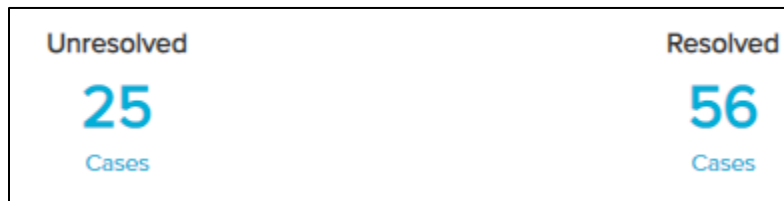
Number in middle = amount of surveys

GM/SL ON DUTY CAN PULL UP NEW/UNRESOLVED GUEST CASES IN THE SMG PORTAL - FRIENDLINESS QUESTION #39

- Go to the home page [Home](#)
- Go to the *Case Status Pod*



- Choose *View All Cases* [View All Cases](#)
- See unresolved and resolved cases



NON-DIGITAL OSAT RATING IS 75% FOR LAST 30 DAYS - FRIENDLISS #40

- Go to the home page [Home](#)
- Select the filter button in the top right corner of your home page and adjust your timeframe to “Last 30 Days.”



1 Timeframe

Date range:

Last 30 Days

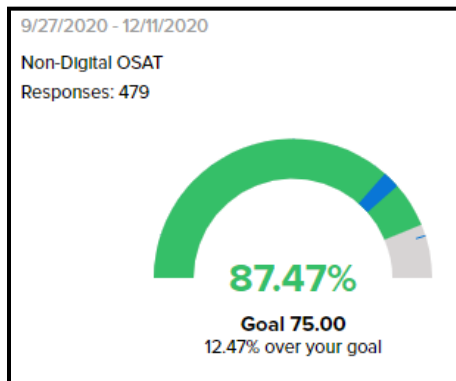
From

1/10/2021

To

2/8/2021

- Go to the *Response Monitor*



**CURRENTLY HAVE A SOCIAL STAR RATING OF FOUR OR MORE STARS
QUARTER TO DATE – FRIENDLINESS #43**

- Go to the home page [Home](#)
- View Overall Social Rating Pod

