

KBP FOODS

Consistency Starts in the Kitchen for KBP Foods



Results

- **Food quality:** Improved consistency in regard to taste and quality of KFC's world-renowned chicken, due to improved oil filtration, rotation and actionable data that provide insight into oil management
- **Cleanliness:** No unsightly mess from oil-collection bins behind the restaurants or oil spills in the kitchen
- **Safety and satisfaction:** Significantly reduced employee contact with fryer oil, as well as eliminated trips to oil rendering tanks under unsafe conditions; enhanced employee satisfaction
- **Response time:** Oil inefficiencies can be addressed immediately, thanks to email notifications via web portal
- **Savings:** Eradicated need for third parties to service rendering tanks and power-wash the resulting mess
- **Efficiencies:** The system costs about the same as one hour of labor per day, and eliminated daily tasks that took just as long, enabling cooks to focus on other things
- **Sustainability:** Avoided 291,298 pounds of waste, 189,894 jugs of oil and an estimated 4,157,327 pounds of carbon dioxide (CO2) emissions in 2016

Consistently ranked among the 10 fastest-growing restaurant companies in the United States, KBP Foods now operates more than 360 KFC, Taco Bell and Long John Silver's restaurants in 14 states. In 2016, it added 93 locations, making it the biggest acquisition year yet, and landed on Ingram's Corporate Report of the 100 fastest-growing companies list for the fourth time.

KBP has grown to become one of the largest YUM! Brands franchisees in the United States, boasting more than 7,000 employees and upwards of \$400 million in annual revenue.





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Cooking Up Consistency

Increasing profitability starts in the kitchen for KBP. Nearly 10 years ago, it partnered with Restaurant Technologies to help enhance food quality, consistency and efficiency for its growing list of locations. Restaurant Technologies implemented a comprehensive oil management plan for the group’s kitchens, eliminating the unsafe handling and filtering of hot cooking oil, streamlining the oil management process and ensuring the consistent delivery of a high-quality product.

KBP COO Matt Hansen is happy with the decade-long partnership he has had with Restaurant Technologies. “It’s one of the best systems I’ve ever seen for managing oil,” he says.

Increased Oil Efficiency and Transparency

One of the greatest advantages of the system is the Total Oil Management™ (TOM) portal, an online tool that provides daily insights into oil usage, and alerts area coaches when locations are not properly managing their cooking oil.

“The web-based communication tool is phenomenal,” says Scott Duke, regional vice president for KBP Foods. “This is one of the top three or four things we focus on, as it has a direct correlation to both food quality and profitability.”

TOM enables Duke and his team to have continual conversations about daily oil usage for locations that aren't oil efficient. KBP Foods CEO Mike Kulp agrees. “If you are out of bounds on oil efficiency, TOM will immediately make you aware and give you the ability to act,” he says.

Thanks to Restaurant Technologies' TOM portal and oil management system, KBP can respond immediately to instances when proper oil management processes aren't being followed. That wasn't the case before. Employees would have to go through a laundry list of steps, such as removing the filter tank, putting in the shortening shuttle and subsequently lowering the oil. It was impossible to quickly change oil if you went into a restaurant and realized it had not been properly maintaining its oil. “If you've got one cook back there,” Kulp says. “It's impossible.”

Restaurants would have to go all day before they could even think about fixing that problem, leaving them with poor-quality shortening in the meantime. **With Restaurant Technologies, the issue can be fixed as soon as it arises,** leading to eateries serving a better-quality product to hungry customers.

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Improved Taste and Quality

KFC's world-famous chicken, made with 11 herbs and spices, has been a hit since Colonel Harland Sanders created the Original Recipe® chicken more than 70 years ago, and the biggest driver of that iconic taste is shortening.

Due to the consistent oil rotation and filtration with Restaurant Technologies, KBP has not only increased the life of its shortening but also removed contaminants that can affect the color, taste and smell of the food. “When you have a quality rotation process in place, you end up with a good-quality product,” Kulp says.



Cleaner, Safer Restaurants

In the past, employees in KBP's restaurants had to transport used oil from the kitchen to rendering tanks in their dumpster areas. "You're moving oil in the middle of a snowstorm and after dark, when we should have our back door shut," Duke says. It was a safety issue that also created a huge mess to clean up.

With Restaurant Technologies, there are no rendering tanks. Using the oil management system is a no-brainer, says Kulp. "It's easy to operate. You limit the spills. It will make your restaurant cleaner."

In addition to cleaner operations, the oil management system benefits the bottom line. "It's a system that pays for itself over and over again," Hansen says.

Kulp agrees. He did the math. The oil management system costs him the equivalent of roughly only one hour of labor per day for each restaurant. "I guarantee you the cook's going to spend more than an hour a day with that shortening cart and the other oil management stuff they'd have to do without the system," he says.

"It's a system that pays for itself over and over again."

Satisfied General Managers

The tools and services Restaurant Technologies provides are an investment not only in KBP's food quality and financial well-being but also in its people. The general managers (GMs) in particular have a lot on their plates. Using Restaurant Technologies is something KBP can do from a corporate perspective to make these employees' lives easier.

Duke claims the system has enhanced their GMs' quality of life and ability to do their jobs. "If we tried to pull it [TOM] out from these restaurants, you'd have GMs screaming at you," he says. "Once they have the system, they don't want to give it up."

That's why, when KBP tells a room full of general managers that they're going to put Restaurant Technologies' solution into their kitchens, they get a standing ovation. "It's that important and that impactful," Hansen says.



Winner, Winner, Chicken Dinner

KBP plans to continue growing its business in the coming years, sticking with the strategies that have brought the company success so far. "It's all about investing in tools that help deliver the most important thing we do, which is a quality product and consistent profitability," Kulp says.

It works, too. For almost 18 years, KBP has seen an average **annual growth rate of more than 25 percent**. Talk about a secret recipe.



FOOD QUALITY



EFFICIENCY



SAFETY



SUSTAINABILITY

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