

SAVESH

HIGH OPERATIONAL STANDARDS. DELIVERED.

What does SAKKSH do

01

AUDIT & INSPECTION

Paperless inspections
Geo-tagged images
(camera only)

02

ACTION MANAGEMENT

Assign actions
Track completion of
action items

03

CUSTOMER SURVEYS

Conduct Surveys
Analyse Responses
Plan corrective actions

Audits & Inspections



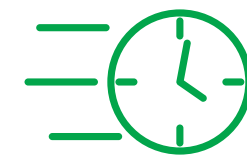
Create Audit Checklist

Create checklists from our industry templates or create your own



Conduct Audit

Real-time inspection with proof of compliance, ratings and observations



Geo-Coded Images

Geo-coded images with time stamp (only camera images) and observations



Report Distribution

Auto distribution of reports -
Whatsapp, email, SMS



Identify Issues

Identify issues in implementation of standards and non-compliances



Evaluate Performance

Analyse reports, ratings and scores to identify areas requiring focus

Action

Management



1

Identify Issues

Identify issues based on actual image analysis and observations and non-compliances

2

Assign Actions

Assign actions to right resources to fix issues. Auto notifications

3

Track Completion

Track closure of assigned actions

4

Measure Success

Measure the process compliances for better customer experience

Customer Surveys



Create Survey

Create customer survey questionnaires



Customer Surveys

Conduct surveys with customers



Analyse Responses

Analyse responses to understand customer requirements



Measure Performance

Measure performance of products, teams and operations based on customer feedback

Make the most out of SAKKSH



100% Transparency



10X Faster & Reliable Audits



Auto Report Distribution -
WhatsApp, SMS, Email



Analytic Dashboard and Analytical
Reports - PDF, Excel



Performance Framework

Industry Templates

Industry standard inspection templates and checklists to measure compliance across sites in different areas and to ensure best customer satisfaction

Brand Standards

Ensure compliance to brand standards and uniform brand experience across regions and facilities and sites and products/services.

Best Practices

Uncover best practices used across sites within an organisation for adoption in other sites
Better practices means better sales

Performance Framework

A robust framework to evaluate performance across sites based on process compliance (ratings, scores) and customer satisfaction in that site

Vishal Nagar-Raipur(Cash Operations)

Cashier maintain cleanliness and arrange the the cash counter

★★★★★ 3.50/5

On reporting for duty, cashier check their logbook for any communication before commencing any other work

★★★☆☆ 1.33/5

Is cashier following the customer greeting sop

★★★★★ 3.50/5

Are all overrides and price change punched as per approvals

★★★☆☆ 2.83/5

Cashier ensures if all promotion posters are in good condition and not outdated

★★★★★ 3.50/5

Cashier does billing properly by checking the MRP and product code of fresh articles

★★★★★ 3/5

Cashier ensures the right mode of transaction

Dashboard Audit Record Report Action

11:16 DMart Test Audit

Kitchen Operations

5. Food hazard stored away from the food area.

Yes No NA

6. No signs of pest activity or infestation in premises (eggs, larvae, faeces etc.)

Yes No NA

7. Fridge clean, product temp below 5 degree C (Cold) below- 18 Degree C (Frozen) or less, product labelled, dated, wrapped, FIFO. Cleaning record maintained.

Yes No NA

8. Chef mentioning the standard shelf life (Tagging) while storing the In-house products

Yes No NA

Mark Complete

Sakksh

7 DAYS MONTH DATE RANGE

2 Total Audits Conducted

63.0% Average Score

12 Total Failed Items

29 Total Action Taken

1 Total Stores

1.1 Average Rating

Dashboard Audit Action Report

Le Marche
THE GOOD FOOD STORY

Le Marche NFC (Shop No. 18, Community Centre, New Friends Colony, New Delhi, Delhi 110025)


Daily Audit Report (Audit Survey)
Date - 29-03-2022
Duration : 04:26:21PM to 05:47:52PM (1 Hour 21 Minutes)

OverAll Rating : 4.6/5 (★★★★☆) Score : 90.0%

Area : Store Operations (4.6/5) (★★★★☆)

1. Section looks organized, well stocked with proper hygiene. : Yes

Observations :



Rating : ★★★★★ (5.0)
Submitted By : Shani Kumar (15017)
Date : 29-03-2022 05:03:44PM

2. New in section available and well maintained : Yes

Observations :

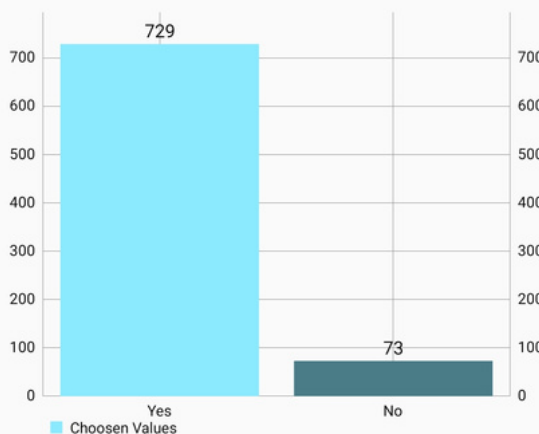
Sakksh

7 DAYS MONTH DATE RANGE

Rating Analysis

State: Delhi Store: New Delhi-(NFC)

Date Range: 1/2/2022 to 23/4/2022



Dashboard Audit Action Report

<3.5	Red
3.5 - 4.5	Yellow

S.No	Question	Relaxo- New Delhi- Mahavir Enclave	Relaxo- New Delhi- Dwarka More	Relaxo- Ghaziabad- Vasundhara	Relaxo- Ghaziabad- Ghanta Ghar	Relaxo Footwear Showroom- Raipur- Pandri	Relaxo- Raipur- Sunder Nagar	Relaxo- Raipur- New Rajindra Nagar
1	STORE MAINTANANCE				3.5	3.5	4.5	3.5
2	DISPLAY OF THE PRODUCT	5	5	3.5	3.5	3.5	5	4.5
3	NEW ARRIVAL	5	3.5	3.5	3.5	3.5	4	3.5
4	OLD STOCK CLEARANCE	3.5	3.5	3.5	3.5	4	3	4
5	STOCK ARRANGEMENT	3	3	3	3.5	3.5	5	5
6	DISCOUNT/SCHEME/POLICY INFORMATION	3.5	3.5	3.5	3.5	3.5	5	5
7	BRAND WISE DISPLAY	3.5	3.5	3.5	3.5	3.5	5	3.5
8	CONDITION OF DISPLAY AREA	3.5	3.5	3.5	3.5	3.5	5	4
9	HANGING DISPLAY	3.25	3.5	3.5	3.5	3.5	4	4
10	UNIFORM	4.25	3.5	4	4	5	3.5	5
11	CUSTOMER SERVICE	3.5	3.5	3.5	3.5	3.5	5	4.5
12	CUSTOMER COMPLAINT	3.25	3.25	3.25	3.25	4	4	4.5
13	CLAIM SETTLEMENT	3.5	5	5	3.5	4	5	5
14	STOCK ROOM	3.25	3.5	4	4.25	4	4	3.5
15	FURNITURE	3.33	3.5	3.5	3.5	3.5	5	3.5
16	CASH LOCKER							
17	SIGN BOARD							
18	FORNTAGE DISPLAY							
19	FRONT GLASS CLEANING							
20	GENSET/INVERTOR							
21	AIR CONDITIONING							
22	FIRE EXTINGUISHER							
23	MANUAL BILL BOOK							

Summary Report

Le Marche, New Delhi - NFC

01-06-2022 to 30-06-2022

<3.4	Red	3.5 - 4.5	Yellow	N/D	Not Done
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S.No	Question	01/06/22	02/06/22	03/06/22	04/06/22	05/06/22	06/06/22	07/06/22	08/06/22	09/06/22	10/06/22	11/06/22	12/06/22	13/06/22	14/06/22	15/06/22	16/06/22	17/06/22	18/06/22	19/06/22	20/06/22	21/06/22	22/06/22	23/06/22	24/06/22	
1	Cash counter is well organized and displayed. Soup, NM Sauces should be available in front of the counter. Correct bill VM, Customer feedback tabs, Offer specific VM available at the counter?	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	5	5	5	N/D	N/D	
2	In the Dairy section, Vegan products are displayed separately?	4.5	N/D	4.5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	5	5	5	N/D	N/D	
3	Gift wall displayed properly (Tags, Screen, Catalog stand with catalog)	5	N/D	5	5	5	5	5	5	N/D	N/D	4.5	N/D	5	N/D	5	N/D	5	5	N/D	5	5	5	N/D	N/D	
4	Guacamole, NM soup and sauce sampling done, all necessary things should be available around the sampling area like toothpick, tissue etc.	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	3	5	5	5	N/D	N/D
5	Store manager's expiry tracker maintained on a daily basis?	5	N/D	4.5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	4	5	N/D	4	5	5	5	N/D	N/D
6	Opening and Closing checklists maintained.	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	5	5	5	5	N/D	N/D
7	Products kept at the right temperature. Chiller -0 to 5deg C & Frozen -18deg C to -22deg C	5	N/D	0	4	5	5	5	5	N/D	N/D	4.5	N/D	5	N/D	5	N/D	5	5	N/D	5	4.5	5	5	N/D	N/D
8	Sales board updated on daily basis	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	5	5	5	5	N/D	N/D
9	Are all the CCTV cameras working?	5	N/D	5	4.5	4.5	4	4.5	4.5	N/D	N/D	4	N/D	4.5	N/D	4	N/D	5	4	N/D	5	5	5	5	N/D	N/D
10	Ice-cream freezer should be well stocked and prominent branding	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	4	N/D	4.5	4	5	5	N/D	N/D
11	Live counters should be well organized, (Soup and Dim sums counter) with proper communication and info on the products, items.	3	N/D	3	2.5	3	3.5	3.5	3	N/D	N/D	5	N/D	4	N/D	4	N/D	4.5	4.5	N/D	4.5	4	5	5	N/D	N/D
12	Temperature and oxygen level of staff, promoters noted. Share pictures of the records	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	5	5	5	5	N/D	N/D
13	Offer of the Month/ Week displayed and well maintained? <small>In the FnV section, best price signage displayed with updated</small>	5	N/D	5	5	5	5	5	5	N/D	N/D	5	N/D	5	N/D	5	N/D	5	5	N/D	5	0	5	5	N/D	N/D

Satisfied Customers



What have we achieved

100+

Satisfied Clients

5

Products

2015

Year Founded

50+

Projects



Malls

Facilities & Services

Day Start
Checklist

Walk Thru
Audit

Day End
Checklist

Hygiene & Cleanliness

Cleaning
Inspections

Building
Exterior

Hygiene
Audit

Safety & Security

OSHA
Checklist

F B Safety
Audit

Fire &
Electrical

Clubs & Lounges

RECEPTION, MEET & GREET

MAINTENANCE

CLEANLINESS & HOUSEKEEPING

RESTAURANT, BAR & COMMON AREAS

ROOM LINEN & SUPPLIES

FOOD SAFETY

CANTEEN HYGIENE

SAFETY & SECURITY

Retail Stores



SALES FLOOR

Branding, Visibility, Shelf Displays, Price Stickers, Cleanliness, Signboards etc

MERCHANDISING

Product placements, Shelf Space Allocation, Width & Depth of Assortment

CUSTOMER SERVICE

Product knowledge of customer service reps, Guiding and management of customers

CASH OPERATIONS

Cash handover procedures, Cleanliness of cash counter, customer handing, etc

FROZEN & KITCHEN

Fridges working properly at right temp, Clean surfaces and proper waste management, etc

SAFETY & SECURITY

CCTV in working condition, Proper surveillance and monitoring

HOME DELIVERY

Timely responses, Good Communication, Proper billing, Timely deliveries

CUSTOMER SURVEYS

Customer surveys for real customer feedback on products and services

Cafes



COFFEE / TEA QUALITY

Quality of coffee / tea as per the established brand standards

PRODUCT DISPLAY

Product placements, Displays, Width & Depth of Assortment

CLEANLINESS & AMBIENCE

Overall cleanliness of sitting areas, washrooms, kitchen and sitting areas

FOOD & DRINK SAFETY

Safety and Hygiene audits including hot and freezing areas to ensure food safety

TEAM MEMBERS & SERVICE

Product knowledge of customer service reps, Guiding and management of customers

CUSTOMER SURVEYS

Customer surveys for real customer feedback on products and services

Restaurants & Bars

CUSTOMER SERVICE

Customer service guidelines, serving customers with dignity and respect, handling customer requests properly

FOOD SAFETY & HYGIENE

Safety, Hygiene and cleanliness of hot and freezing areas to ensure food safety & hygiene

LINEN & CROCKERY

Proper placement of crockery/linen, cleanliness, placement and use of crockery in designated areas like buffet, tables etc

CANTEEN HYGIENE

Fridges working properly at right temp, Clean surfaces and proper waste management, etc

FOOD PREPARATION

Health food preparation practices to ensure zero contamination / infection control during food preparation

AMBIENCE

Overall ambience of sitting areas - Signages, brand messages, Look & Feel, music, brand consistency

CUSTOMER SURVEYS

Customer surveys for real customer feedback on food, beverages and services to improve delivery

RESTAURANT MYSTERY SHOPPER

Restaurant mystery shopper experience from parking to entry to food selection to service to payments and exit

BATHROOM CLEANING

Bathroom and other common areas clean and hygiene. Availability of sanitising solutions

FIRE SAFETY

Fire and electrical safety and safe exit from the restaurant in case of some mishap

Healthcare



NABH & JCI

INFECTION PREVENTION & CONTROL


MAINTENANCE & FIRE SAFETY

PATIENT CARE

HOSPITAL CLEANING

BIO-MEDICAL WASTE MANAGEMENT

Gym and Fitness Center



EQUIPMENT INSPECTION

MICROBIOLOGICAL RISK ASSESSMENT

CLEANLINESS & HOUSEKEEPING

CANTEEN HYGIENE

POOL CLEANING & SAFETY

SAUNA & STEAM ROOM

Beauty Salons

GENERAL ENVIRONMENT

Safety, Hygiene and cleanliness of all areas including temperature, lighting and other appliances

VENTILATION & AIR SAFETY

Proper ventilation, air quality and cleanliness to ensure comfortable seating environment

HAZARDOUS CHEMICALS

Proper storage and management of chemicals including employee trainings and safety sheets

PROTECTIVE AND SAFETY EQUIPMENT

Proper protective gear like safety glasses, splash goggles, dust masks, protective gloves and aprons etc

NAIL SALON WORKER SAFETY

Respiratory protection, skin and eyes and worker pains and aches and proper work practices

DISPLAYS

Displays of Licenses, certificates, signs and other signages and products etc

PUBLIC HEALTH CONDITIONS

Pest treatments, waste containers, rat treatment and proper cleaning and trash removal

FACILITY & EQUIPMENT/ STRUCTURE

Availability and functioning of equipments like manicurist station, barber chair, shampoo sinks etc

MASSAGE & SPA TREATMENT

Spa Signages, treatment options, trained therapists, proper equipments and products

FIRE SAFETY

Fire and electrical safety and safe exit from the salon in case of some mishap

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