

JUDGMENT INDEX™ IMPACT STUDY

Krystal

Impact: The Krystal Company significantly reduces turnover and training costs

Industry: Food Services



JUDGMENT INDEX

www.judgmentindex.com

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The Krystal Company was established in 1932 and has become a southern icon, long known for its distinctive little square hamburgers with a big taste. Located in eleven states, Krystal is a privately held company with 10,700+ employees in over 380 locations.

Problem

In the restaurant business, employee turnover is a constant and costly issue. The price is especially high when turnover occurs with in-store management. By reducing turnover in their restaurants, Krystal knew that organizational growth and performance efficiencies would improve. Some of their very best performers were those who had been with the company for many years. Krystal's goal was to hire only people who would fit the model of their best employees.

Procedure

To match the personal traits that motivate, guide, and direct their best performers, Krystal had to first understand what those values were. Canned, "one-size-fits-all" assessments simply didn't work. The unique culture surrounding the Krystal brand demanded special tools, processes, and reports that fit inside their operations.

Krystal and Judgment Index partnered to capture and measure the values driving their best performers. The results of measuring Krystal's best performers provided JI with key data used to build and develop the report model. The data was carefully evaluated, tested, and re-evaluated. Once finalized, it was put into production as the Krystal General Manager report. The chart on the next page shows the dramatic results Krystal has experienced since implementation.

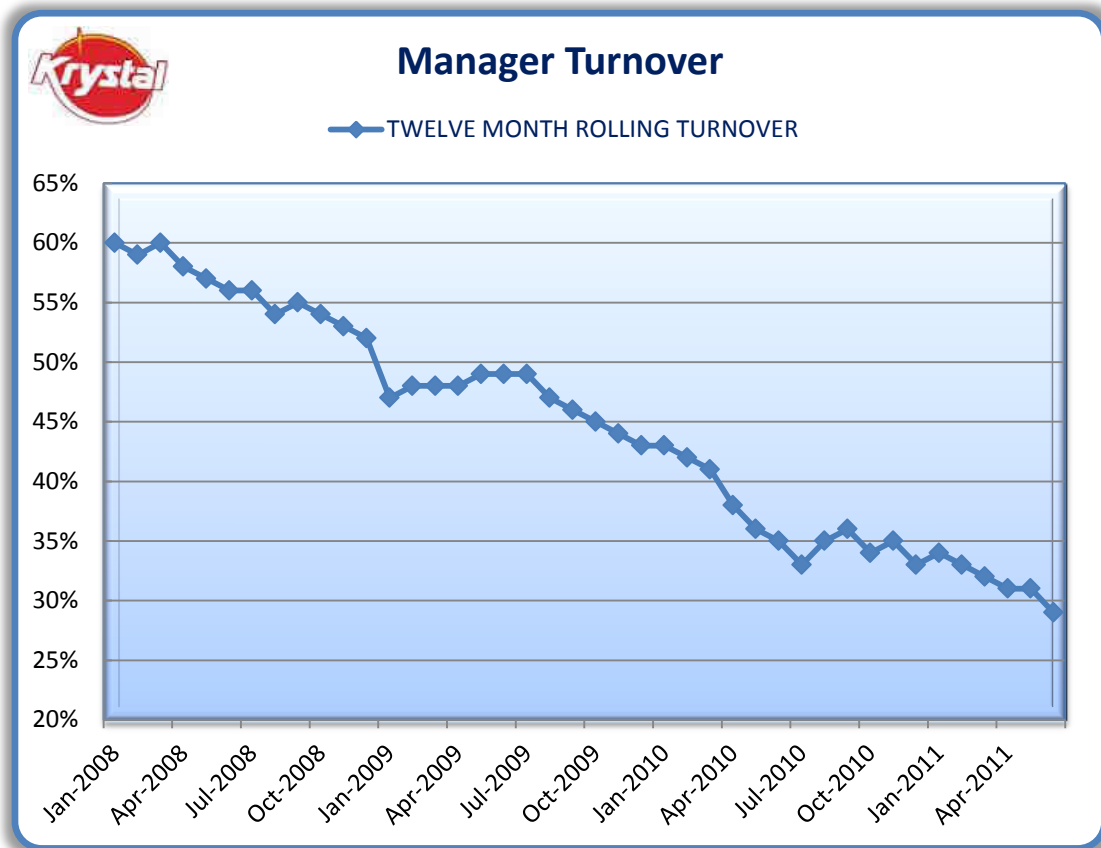
Process

The Krystal hiring process begins in-store with the job candidate taking 10 to 15 minutes to complete the Judgment Index™ assessment tool. Results are processed in real-time and the hiring manager is provided the results in less than a minute. Based upon overall scoring, the manager quickly receives a specialized Hiring and Interview Questions report. Questions specific to the candidate are used by the manager to guide them in their hiring interview.

Results

Krystal's use of the Judgment Index™ processes and reports has cut hiring and training costs by **\$3.7 million over three years**. Longer term employees are now driving greater performance and efficiencies.

HIRING THE RIGHT PEOPLE IMPROVES BOTTOM LINE RESULTS.



\$3,700,000 saved over thirty-six months.

"Using the Judgment Index™ processes has helped us hire the right people – those that match the qualities and standards of our Best Performing Store Managers. It saves us significant recruitment and training dollars." - **R. Craig, Krystal Director of Learning and Development**

"Looking back since the start of our use of the Judgment Index™ we know we are getting better people in the door and behind the counter. It makes a very positive financial impact to our company." - **H. Nelson, Krystal VP, Director of Operations**