Noodles & Company Streamlines Quality Issue Reporting and Sees a **40% Increase** in Credits Recaptured

CASE STUDY
EXECUTIVE SUMMARY

Noodles & Company, a national fast-casual restaurant chain, previously relied on email as a reporting tool for managing product and service complaints but recognized the need for a more dynamic, macro-level approach and system. Noodles implemented ArrowStream's Foodservice Incident Management (FSIM). This software solution provided a streamlined system for detailing and addressing quality issues, enabled better data tracking across the supply chain, and improved the ability to detect and recapture refunds. Utilizing FSIM empowered Noodles to make exponential progress. After only 6 months, Noodles reported six figures in credits tracked, and a 40% increase in credits recaptured.

Customer Type:
Restaurant Operator

Product:
ArrowStream Central - FSIM

ABOUT noodles & COMPANY

Since 1995, Noodles & Company has been serving guests Uncommon Goodness and noodles your way, with noodles and flavors you know and love, as well as new ones you're about to discover. From indulgent Wisconsin Mac & Cheese to better-for-you Zoodles and Other Noodles, the company serves a world of flavor in every bowl. With over 450 restaurants and thousands of passionate team members, Newsweek named it one of America's Favorite Restaurants. It was also named one of the Top 500 Franchises by Franchise Times.

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THE CHALLENGE

As Director of Food Safety & Quality Assurance, Steve Calamaris oversees all aspects of food safety and quality assurance, including the receipt and inspection of incoming products. The team regularly receives product and service complaints from their stores. Prior to using FSIM from ArrowStream, Noodles relied on email to receive and respond to product and service issues. This presented challenges in terms of understanding the full scope and magnitude of the issues. Without a central database for all field related issues, the team was challenged to identify system-wide quality issues that needed to be addressed with suppliers.

THE SOLUTION

For years, Noodles & Company has been partnering with ArrowStream to maintain control of its supply chain, manage its inventory, and optimize its spend using ArrowStream Central. They knew they didn't have to look far for a better way to manage product and service issues.

By adding ArrowStream's Foodservice Incident Management (FSIM), Noodles now has a streamlined process for reporting product and service issues. Restaurants can easily report issues, ensuring all necessary information is included. It minimizes the back and forth just to gather key information, and automates workflows between the restaurant chain, distributors, and manufacturers, ultimately minimizing resolution time. Additionally, they have integrated supply chain data and quantitative results for improved business reviews. This further enhances its collaboration with distributors and manufacturers.

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AT A GLANCE

6
Months

450+
Locations

40%
Increase in Credits
Recaptured

THE RESULTS

After just six months, Noodles saw remarkable results. With the tool rolled out to over 450 locations, spanned across 15 distributor locations and 62 manufacturers, Noodles resolved thousands of issues, and reported six figures in credits tracked. They've also seen a **40% increase in credits recaptured.**

Calamaris says, "being able to see the full picture provides the QA team with so much flexibility that just wasn't possible before. QA can focus on the real problem areas, understand risk factors, and even see when issues are isolated to certain regions. FSIM is more than a quality assurance tracking tool; we use it to scorecard our suppliers and improve processes. If a supplier we don't use as much has a higher incident ratio than a supplier that we use frequently, we know we need to consider looking for a replacement. Additionally, if a supplier raises their prices, QA and Supply Chain can look at their scorecard and use it to negotiate better pricing."

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