

CASE STUDY

Enhancing Food Safety, Quality, and Operational Excellence with the FACTS App

How a Modern, Data-Driven Inspection Platform Transformed Store Inspections and Strengthened Franchise Relationships

Lee's Famous Recipe Chicken × Savvy Technical Solutions × Canviz Consulting

At a Glance

Project Highlights

- **Client:** Lee's Famous Recipe Chicken
- **Industry:** Quick-Service Restaurant (QSR) Franchise
- **Scale:** 35 corporate-owned locations, 130 total stores, 3 dedicated inspectors
- **Partners:** Savvy Technical Solutions and Canviz Consulting
- **Platform:** Microsoft Power Platform custom application
- **Solution:** The FACTS App - a unified, digital store inspection system
- **Timeline:** Delivered ahead of the originally planned development timeline
- **Environment:** Hosted internally within client's cloud infrastructure

Background

Lee's Famous Recipe Chicken, the classic home-style fried chicken brand celebrating 60 years of famous flavor, operates a growing franchise network spanning 130 total locations, including 35 corporate-owned stores. With a commitment to quality, consistency, and a welcoming customer experience, Lee's needed a modern, reliable way to evaluate store safety, food quality, brand adherence, and operational performance across every location.

Traditional inspection processes were manual, paper-based, inconsistent, and time-consuming. Inspectors spent significant time on paperwork rather than inspecting and coaching stores. They manually calculate store inspection scores and provide written feedback, while leadership lacked centralized visibility into performance trends.

The clear goal: create a unified, scalable digital inspection solution that improves accuracy, strengthens franchise relationships, and provides real-time insights across stores.

Challenges

1. Manual, Inefficient Inspection Processes

- Inspections required handwritten notes, photos stored separately, and manual calculations.
- Reports took time to compile, delaying store feedback.
- Manual documentation limited inspectors' time for on-site inspections and coaching.

2. Paper-Based Scoring and Data Collection

- Each inspector captured inspection data with handwritten scores and notes on standardized forms.
- Equipment differs by store, which complicated the paper-based process because some inspection items were not applicable to every location.
- After scores were reported to the franchise, score sheets were filed away, making historical data difficult to access or analyze.

3. Limited Reporting and Visibility

- Leadership lacked visibility into performance trends across stores, markets, and franchisees.
- No centralized dashboards existed to track KPIs or analyze historical performance.

4. Opportunity to Enhance Franchise Engagement

- Manual, paper-based documentation required inspectors to focus heavily on note-taking during inspections, reducing time available for collaborative discussion and coaching with franchisees.
- Inspectors were required to manually calculate over 1,500 data points to determine final scores, creating time pressure during inspections while franchisees awaited results.

Solution: The FACTS App

The FACTS App, developed on the Microsoft Power Platform by Savvy Technical Solutions and Canviz Consulting, provides a modern, scalable digital solution with extensive customization and seamless integration capabilities.

Unified App Architecture

The inspection application contains over a dozen purpose-built screens that digitize and enhance the traditional paper-based inspection workflow. Key features include:

- Landing page and navigation
- Store configuration
- Menu configuration
- Multiple inspection category views
- Scoring and summary views

Role-Based Access

- **App Administrators:** Full access to configuration and management
- **Inspectors:** Create and edit inspections
- **Corporate Viewers:** View store-level reports
- **Franchisee Viewers:** Automatically receive PDF-formatted inspection summaries

Advanced Inspection Features

- **Handwriting-to-text conversion:** Inspectors can write notes naturally, and the app converts to searchable text.
- **In-app photo and video capture:** Evidence is captured and linked directly to inspection items.
- **Offline data entry:** Inspections can proceed in areas with limited connectivity, with automatic synchronization when back online.
- **Scoring:** Automated and consistent calculations.
- **Digital Signatures:** Both the manager on duty and the reviewer sign to confirm the inspection is complete.



Data Integration Capabilities

- **Import:** Store, franchisee, and sales data from internal systems
- **Export:** Results to other internal systems
- **Future-ready:** Connector plan for additional key internal systems
- **Automated PDF report generation:** Inspection summaries are generated and distributed automatically

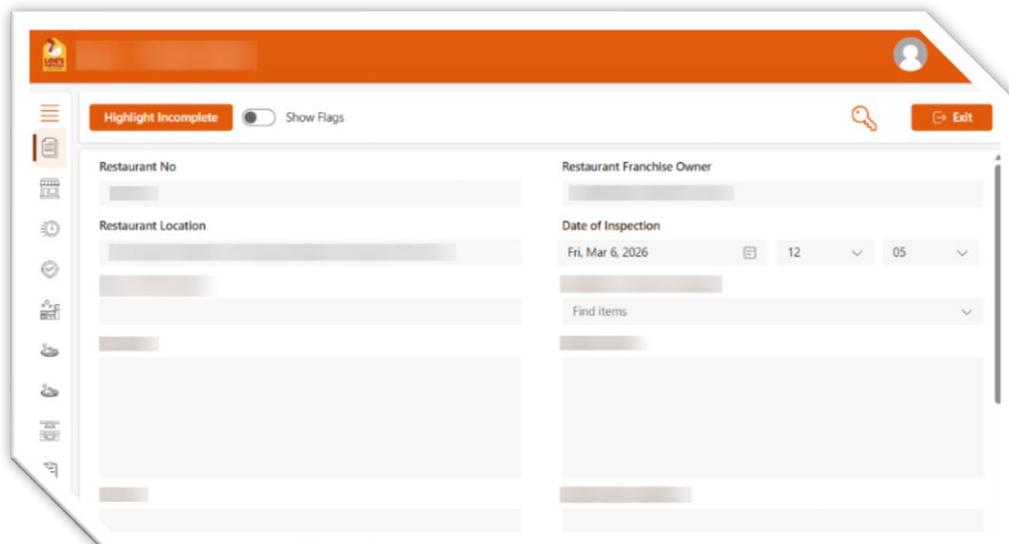
Automated Notifications

- Alerts after each inspection
- Special notifications for training store inspections
- Critical warnings when a store score falls below defined thresholds

Security and Environment

The FACTS App is hosted entirely within Lee's own internal infrastructure, providing several key advantages:

- The organization is not dependent on a third-party SaaS provider for this critical operational tool.
- The solution is 100% custom-built to Lee's specific environment and business needs.
- Data remains fully under Lee's control, aligning with the organization's security and governance standards.



Results

Proactive Safety and Quality Management

With the new app, managers receive timely alerts for safety, equipment, and quality issues, enabling earlier visibility and faster response during routine operations.

Stronger Brand Consistency

By standardizing evaluation criteria and optimizing the inspection process, the organization can provide consistent brand experiences, including:

- Uniform store appearance
- Greater alignment around food quality standards
- Consistent menu execution
- Unified and consistent customer and brand experience

Improved Franchise Relationships

The app transforms inspections into collaborative, conversational coaching sessions, reducing anxiety and improving engagement.

Significant Efficiency Improvements

- Inspectors spend less time documenting and more time coaching.
- Inspectors spend less time processing paperwork.
- Automated calculations eliminate human errors.

Efficiency by the Numbers

In 2026, Lee's is averaging 3.5 full store inspections per week with the new app. Prior to the app, the team averaged 2.6 completed inspections per week, representing approximately a 35% increase in inspection throughput.

Centralized Reporting

The organization now benefits from a unified dataset that enables:

- KPI dashboards for leadership visibility
- Trend analysis across stores, markets, and franchisees

- Data-driven insights to uncover patterns, such as regional equipment replacement cycles or seasonal inspection trends

Extensibility Through the Power Platform

- Add new modules or business apps within the same ecosystem
- Seamlessly integrate additional data sources
- Build automated workflows for tasks like maintenance scheduling or training assignments

Increased Franchisee Confidence

The FACTS App demonstrates a strong corporate investment in tools that help franchisees succeed, strengthening trust and collaboration. For prospective franchisees, it signals that Lee's Famous Recipe Chicken is a technology forward organization committed to operational excellence.

Change Management and Ongoing Support

Rolling out a new digital tool across a multi-location franchise operation requires more than just good software. Savvy Technical Solutions and Canviz Consulting partnered with Lee's on a thoughtful change management strategy to ensure successful adoption, including:

- Hands-on training and onboarding for inspectors and store managers
- Phased rollout to incorporate feedback and refine the experience
- Ongoing support and iterative improvements based on real-world usage

This commitment to change management demonstrates that the partnership between Lee's, Savvy, and Canviz extends well beyond initial development, with a focus on long-term success and continuous improvement.

Conclusion

The FACTS App transformed the inspection process from a manual, error-prone, paperwork-heavy workflow into a **streamlined, intelligent, data-driven system**. With modern features, automated scoring, integrated reporting, and improved inspector–store relationships. Lee's Famous Recipe Chicken now operates with higher safety standards, stronger brand consistency, and better operational efficiency.

As the restaurant industry continues to evolve, solutions like the FACTS App position Lee's to stay ahead of operational trends and continue raising the bar for franchise excellence.

About Savvy Technical Solutions

Savvy Technical Solutions is a Microsoft partner specializing in Microsoft 365 implementation and adoption as well as the automation of business processes using the Power Platform. Savvy helps organizations modernize operations, streamline workflows, and unlock data-driven insights.

About Canviz

Canviz is a technology consulting and development firm that partners with organizations to deliver custom solutions on the Microsoft platform. Canviz collaborates with partners like Savvy to bring deep technical expertise to complex projects.

About Lee's Famous Recipe Chicken

For 60 years, Lee's Famous Recipe® Chicken, a quick service franchise founded in Lima, Ohio, has specialized in fresh, never-frozen chicken. Lee's has been recognized for three years in a row as a top 10 Fast Food Fried Chicken by USA Today's 10Best Readers' Choice Award. Today, there are more than 130 Lee's Famous Recipe® Chicken locations in 12 U.S. states and in Canada, most are individually owned and operated. For additional information, please visit LeesFamousRecipe.com.