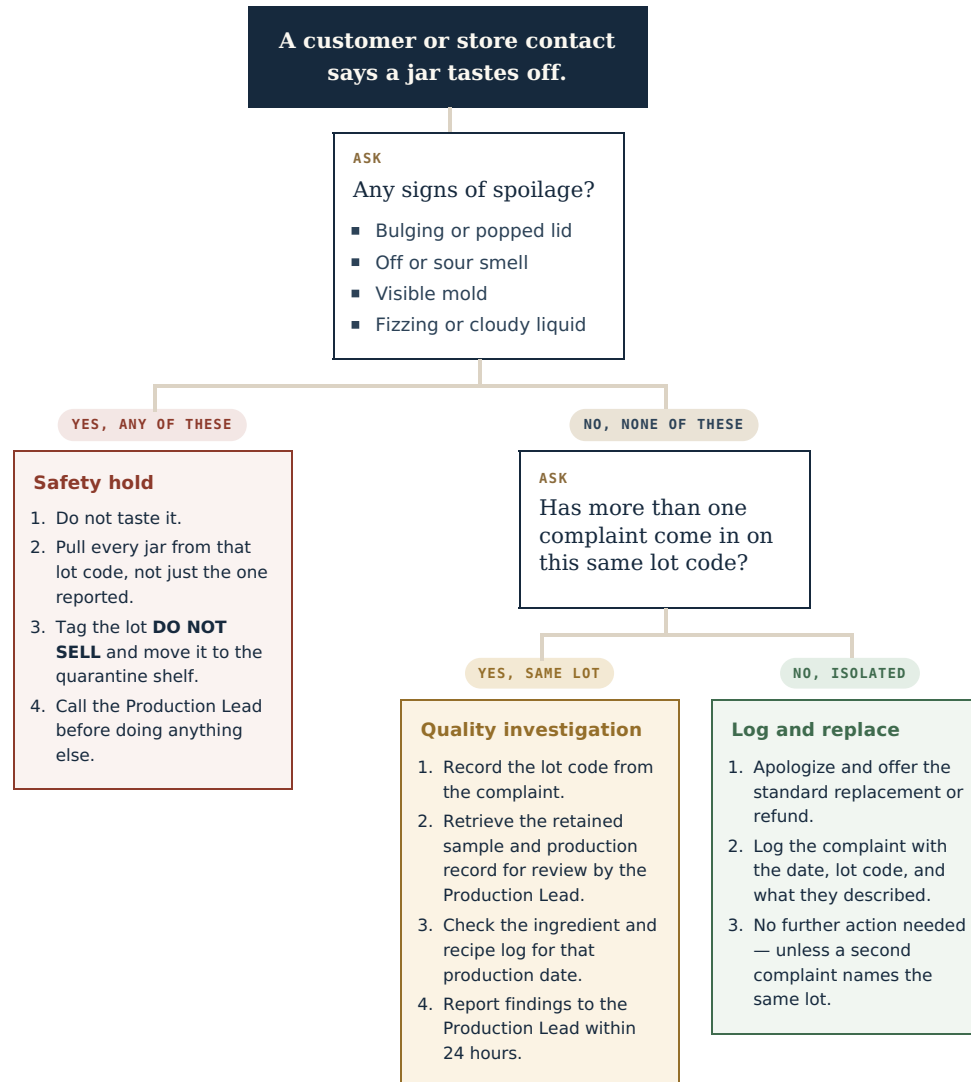


HOLLOW ROAD PROVISIONS

QRG - 014

Product Complaint Triage

Posted at the register and by the kitchen phone. Follow one path to the end — don't skip ahead.



■ Stop – safety issue, act first ■ Look into it – pattern, not emergency ■ Log it – isolated, keep moving