




How are the estate traffic lights set?

What are the rules that set the data?




The estate level traffic lights are less sensitive than at site level because we only want to highlight the issues to you that need your investigation i.e. those that have not been addressed effectively.

The term 'in tolerance' means close or a near miss to the perfect position.

Cellar temperature





Traffic Light	Rule	Reason
	If OK or in tolerance for 2 days or less then GREEN.	No issue or limited issue that does not need immediate action.
	If in tolerance for two or more days then AMBER.	Site has an issue that if not affecting product temperatures can be noted or dealt with on the next site visit.
	If out of specification for over a day then RED.	Site should have taken action on any fault– call to site as a minimum.

Remote coolers or equipment

Traffic Light	Rule	Reason
	If OK or in tolerance for 2 days or less then GREEN	No issue or limited issue that does not need immediate action.
	If in tolerance for two or more days then AMBER	Site has an issue that if not affecting product temperatures can be noted or dealt with on the next site visit.
	If out of specification for over a day then RED	Site should have taken action on any fault– call to site as a minimum.




Line cleaning

Line Cleaning specifications are set by each customer.

Traffic Light	Rule	Reason
	If OK then GREEN	
	If all are green or less than 20% of sites "in use" lines are due to be cleaned then GREEN	
	If more than 20% of lines are due then AMBER	One to keep an eye on – may be slightly overdue.
	If more than 15% of the sites "in use" lines are overdue a clean then RED	More than 15% of "in use" lines at the site are trading on dirty lines.




Throughput

Low throughput lines are those that on average serve less than 20 pints per week.

Traffic Light	Rule	Reason
	If OK then GREEN	
	If 1 tap is low throughput then AMBER	One to keep an eye on – to discuss on next visit.
	If more than 1 tap is low throughput then RED	Site may benefit from a brand rationalisation programme to increase sales and cut down on waste and costs.




Product temperatures

Product temperatures are generally set by the Brand Owners. Near miss tolerance is 2 degrees C

Traffic Light	Rule	Reason
	If out of spec is less than 10% or all OK then GREEN	Site is fine or only a few pints as a proportion are too warm.
	If more than 5% of beer dispensed is in tolerance or out of spec is between 10 - 19% then AMBER	Site is serving some warm beer – discuss on next visit – may be an early warning.
	If 20 % of volume is out of specification then RED	Pints served to a customer outside the brand owners' specification – if this continues trade may suffer.




Pouring yield

Pouring yields will differ between different types of product e.g. stouts will be generally higher and cask beer lower due to pouring practises and product behaviour.

Traffic Light	Rule	Reason
	If OK then GREEN	
	If site has a overall pouring yield of between 98% and 101% or over 106% AMBER	Site may be able to improve the current yield with some investigation & training of staff.
	If site has a overall pouring yield of less than 98% RED	Site has wastage issues that require addressing – this may be linked to a technical issue or staff training.

Till yield

Till yield is the difference between the numbers of drinks served to customers compared to the number entered into the till.

Traffic Light	Rule	Reason
	If OK then GREEN	
	If site has a till yield of between 98 or 99% or over 102% AMBER	Site has some discrepancy against the till or a surplus that requires investigation.
	If site has a overall till yield of less than 98% RED	Site has a significant deficit against the till.