





How are the site level traffic lights set?

What are the rules that set the colours?





The traffic lights are there to help you identify any issues; the rules that set these are outlined below. The traffic lights should be used in conjunction with an investigation into the data. Don't forget that the iDraught support team are on hand to help with any questions you may have.

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

Cellar temperature



Traffic Light	Rule	Reason
	If ok then GREEN	
	If data within last 12 hours is in tolerance then AMBER	Cellar is running warm, it may not be affecting product temperatures but it should be investigated.
	If data within last 12 hours out of specification then RED	Cellar is constantly running very warm, if not affecting products immediately it will be forcing remote coolers to work harder and should be addressed immediately.
	If live alarm then RED	Cellar has begun to run very warm , if not affecting products immediately it will be forcing remote coolers to work harder and should be addressed immediately

Remote coolers or equipment

Traffic Light	Rule	Reason
	If ok then GREEN	
	If data within last 12 hours is in tolerance then AMBER	Cooler is running warm, it may not be affecting product temperatures but it should be investigated.
	If data within last 12 hours out of specification then RED	Cooler is constantly running very warm, if not affecting products immediately it will be forcing remote coolers to work harder and should be addressed immediately.
	If live alarm then RED	Cooler has begun to run very warm , if not affecting products immediately it will be forcing remote coolers to work harder and should be addressed immediately



Line cleaning

Line Cleaning specifications are set by each customer

Traffic Light	Rule	Reason
	If ok then GREEN	
	If lines, that are in use, are due a clean then RED	Product is being dispensed through unclean 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 lines, that are in use, are classed as low throughput RED	Line is not dispensing enough beer to maintain quality and might be costing you more when you factor in beer wastage associated with it.



Product temperatures

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

Traffic Light	Rule	Reason
	If ok then GREEN	
	If more than 5 pints in tolerance then AMBER	Some warm beer – unlikely to damage the customer experience at this stage but could be an early warning so worth investigating.
	If more than 5 pints out of spec then RED	Pints served to a customer outside the brand owner's specification. Investigation required immediately.



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 a product is outside the parameters set by the customer then RED	You are getting some wastage or an unusually high pouring yield on a product. Investigate.

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 discrepancy on a product or products then RED	Either a deficit against till or a surplus that requires investigation.