



From Paper to Performance:

How TruOI Elevated JSC's People and Processes

Discover how JSC Management Group went fully digital with TruOI—**streamlining training, automating checklists, and boosting retention across 1,500+ employees.**

See how TruOI is helping JSC drive leadership development, operational consistency, and smarter growth at scale.



POWERING CULTURE-DRIVEN LEADERSHIP & OPERATIONAL EXCELLENCE WITH TRUOI

About JSC Management Group

JSC Management Group operates a growing restaurant network with over 1,500 employees.

Known for its people-first culture, the company prioritizes internal promotions and leadership development—many of its leaders began their careers at the crew level.

As JSC scaled, it required more sophisticated tools to manage daily operations, compliance, and team development across multiple locations.

The Challenge

Prior to partnering with TruOI, JSC relied heavily on paper-based training materials, manual checklists, and disconnected systems for tracking progress and performance. This made it difficult to:

- Ensure operational consistency across all locations
- Monitor leadership development and training effectiveness
- Quickly identify issues or gaps in compliance
- Keep both frontline teams and executive leadership aligned

Without a centralized platform, visibility was limited and accountability was inconsistent, hindering the company's ability to scale efficiently while maintaining its high standards.

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“Partnering with TruOI has truly transformed the way we approach training and development.. TruOI's platform is intuitive, user-friendly, and has become instrumental in boosting retention, growing our culture, and enhancing both the employee and guest experience.”

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THE TRUOI TRANSFORMATION: CENTRALIZED TOOLS. STRONGER TEAMS. SMARTER OPERATIONS

In 2024, JSC fully digitized its operations with TruOI. What began as a training upgrade quickly became a company-wide transformation, centralizing tools and improving performance visibility across every level.

With TruOI, JSC has:

- Eliminated paper systems
- Replaced binders and spreadsheets with one digital platform.
- Unified core tools
- Combined training, audits, checklists, and reporting in one system.
- Enabled real-time oversight
- Leaders can monitor training, performance, and compliance from anywhere.
- Increased accountability
- Digital sign-offs and checklist tracking keep teams on task.
- Supported leadership development
- Reports help identify promotable talent and track growth.
- Created company-wide alignment
- One login, one screen—shared visibility from crew to C-suite.

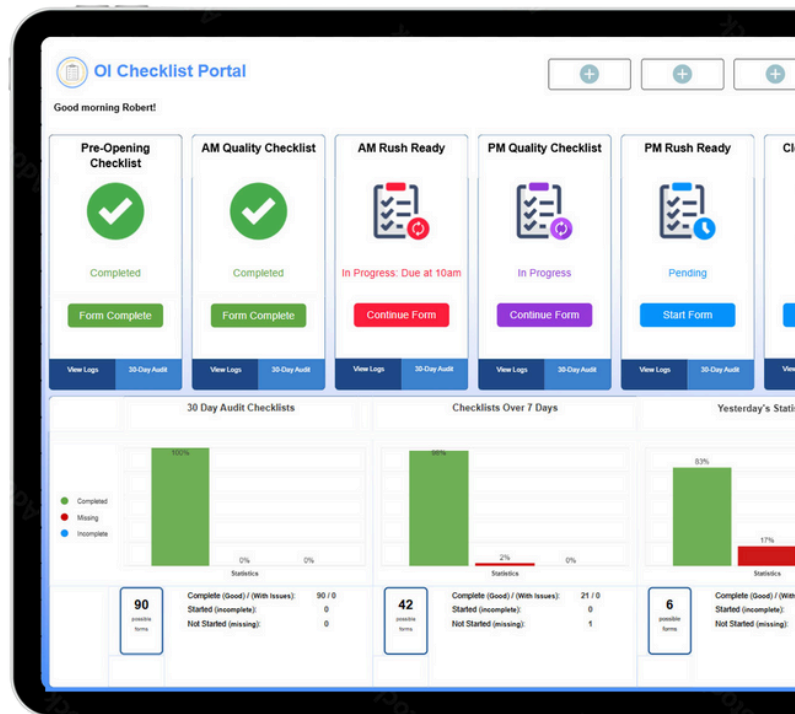
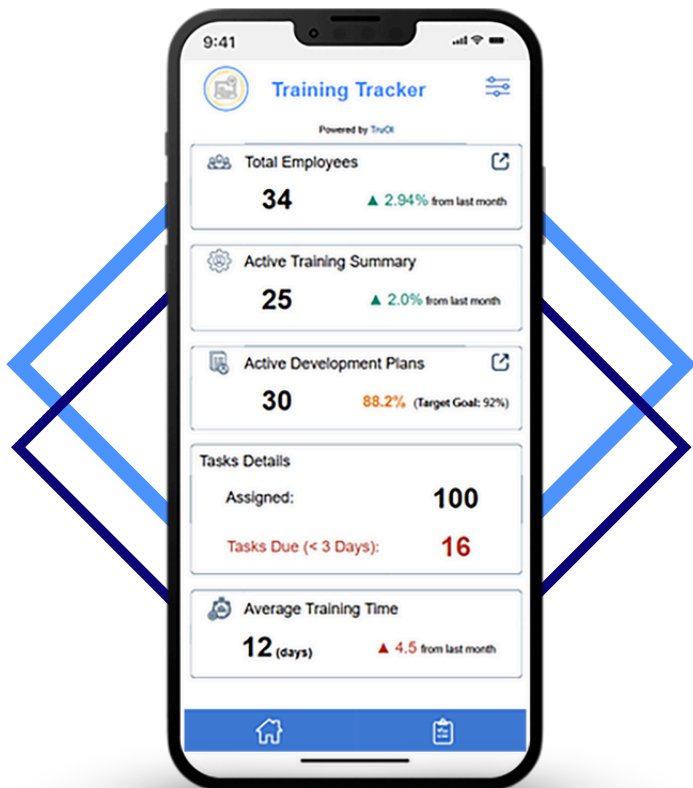
This shift has helped JSC work smarter, lead better, and scale with confidence.

REAL-TIME TOOLS THAT DRIVE REAL RESULTS

To support growth and drive performance at every level, JSC leverages a suite of real-time tools within the TruOI platform. These tools not only simplify daily operations—they empower leaders with the insights and structure needed to develop talent, boost accountability, and ensure consistency across all locations.

Here's how TruOI is making an impact, starting with the Training Tracker:

- **Dual Sign-Off** = Shared accountability between trainers and trainees
- **Leadership Pipeline Visibility** = Identify promotable talent by location
- **Remote Access** = Regional/district leaders track progress from anywhere
- **Customized Plans** = Training is tailored per store/team



Leveraging the power of OI Checklists in daily operations:

Operational checklists are the backbone of JSC's daily execution. With TruOI, these routines are no longer paper-based or inconsistent—they're structured, trackable, and visible in real time.

From opening procedures to food safety checks, leaders at every level can ensure tasks are completed correctly and on schedule, every single day.

“ **A new hire opened the store on their own by following the checklist. That's real impact.** ”

—Courtney, Store Leader (DePaw #766)

- **Daily Use** = Track open/close routines, safety, and food compliance
- **Real-Time Oversight** = Regional managers spot issues early
- **Future Integration** = Suggestion to embed safety check data directly into daily reports

QUANTIFIABLE IMPACT: JSC LOOKING TOWARDS THE FUTURE

TruOI's implementation has delivered measurable results across JSC's operations—improving efficiency, reducing turnover, and strengthening leadership development.



50% Drop in Average Monthly Hires

By streamlining onboarding and improving team readiness, JSC reduced new hires per store from an average of 20 to just 10 per month—cutting recruiting costs and stabilizing staff.



Stronger Retention Through Structured Onboarding

Clear training plans, checklists, and progress tracking have created a more consistent and engaging onboarding experience, keeping new hires longer and improving job readiness.



Saved Hours on Training Follow-Up and Data Entry

Automated task tracking and centralized reporting eliminated the need for manual follow-up, giving leaders more time to focus on coaching and team development.



More Effective Leadership Development

Real-time visibility into training progress and performance trends enables managers to identify high-potential employees, provide targeted support, and build a stronger leadership bench.

Together, these outcomes reflect how TruOI is helping JSC not only run more efficiently, but build a culture of growth, accountability, and operational excellence.

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TruOI isn't just helping us run better stores—it's helping us build better leaders. As we grow, it's the foundation we rely on to stay aligned, consistent, and people-focused.

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TRUOI: A PLATFORM THAT GROWS WITH YOU

TruOI isn't just a system—it's a daily partner in performance. By centralizing training, checklists, compliance, and team development into one powerful platform, JSC Management Group has transformed how it operates, leads, and grows.

With real-time visibility, structured onboarding, and smarter leadership development tools, JSC is building a stronger workforce and scaling with confidence.

What was once manual, scattered, and reactive is now streamlined, proactive, and aligned—from the front line to the executive team.

As JSC continues to expand, TruOI remains at the core—empowering leaders, improving accountability, and fueling a culture of operational excellence.

READY TO LEAD SMARTER?

Discover how TruOI can help your organization streamline operations, develop stronger teams, and scale with clarity.

Schedule a personalized demo today.

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