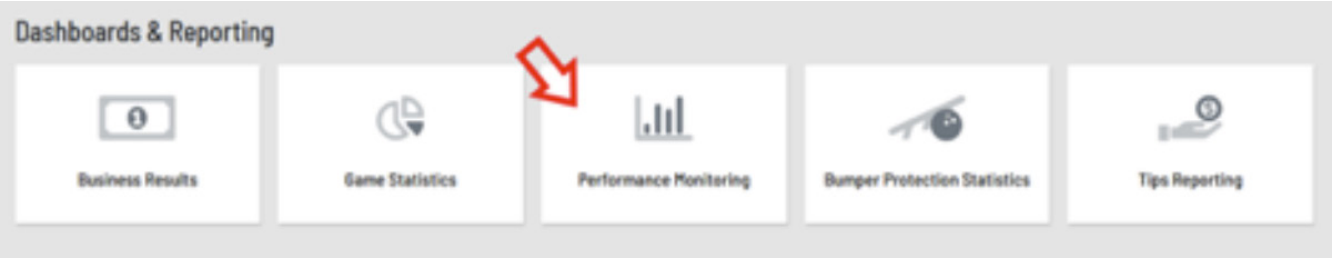
CONQUEROR MAXIMIZATION INSIDER

TECH TIP: Maximizing Your Conqueror Experience
Utilizing *Performance Monitoring* to better manage your preventative maintenance

As a valued Conqueror Maximization Program customer, you have exclusive access to the Training Resources Library found on the new Conqueror Maximization Resources website.

The ***Conqueror Maximization Program (CMP)*** is designed to give center management and their staff the tools needed to maximize the center's performance. One key value of successful center operation is preventative maintenance. Keeping your maintenance on a regular schedule directly impacts pinspotter life expectancy, customer satisfaction with their bowling experience, and overall operating costs. For active CMP customers who have opted to engage our *Tech Wizard and Trouble Call System* capabilities, you will have access to cloud-based *Performance Monitoring*. Properly employed Performance Monitoring can help you keep track of what issues have occurred on your lanes, what maintenance your staff has performed, how many frames per stop you are averaging, and when you are approaching frame counts associated with set maintenance procedures.

- To get started, navigate to your personal QPortal page at **https://qportal.qubicaamf.com**. Enter your center name in the search bar at the top of the page to locate the QPortal page for your location.
- At the top of your QPortal page you will find the **Dashboards & Reporting** section. Select the button for **Performance Monitoring**.



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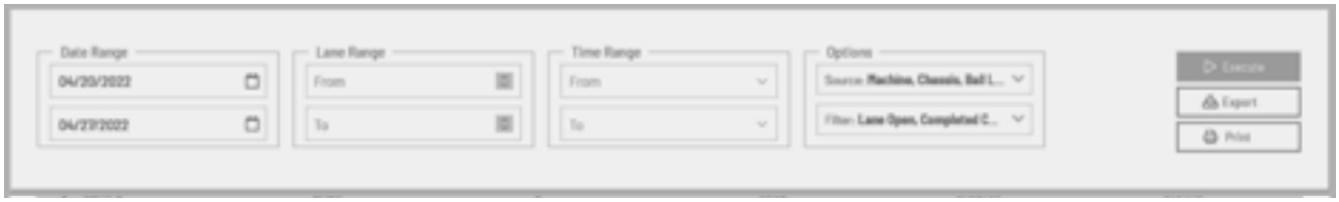
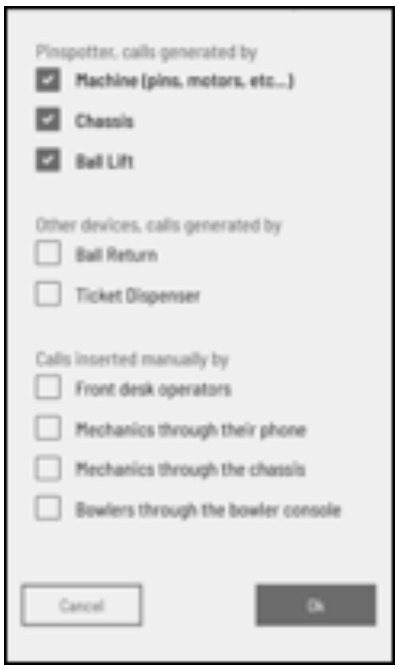
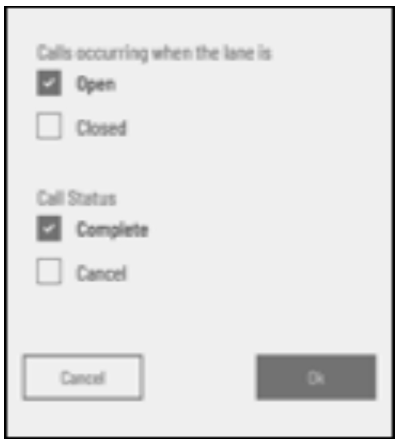
- Welcome to the ***Performance Monitoring*** screen for your center. From here, we can look at how the screen is broken down, and different ways you can take advantage of the information provided to help you manage your center's maintenance program.

- At the top of the page, you will find the filter bar. Here you can narrow, widen, or add further detail to your search. This grants you the ability to include the exact components within your center where you want to examine or fine tune your maintenance. The reports you generate here can be printed out or easily exported for use in spreadsheets and maintenance logs.

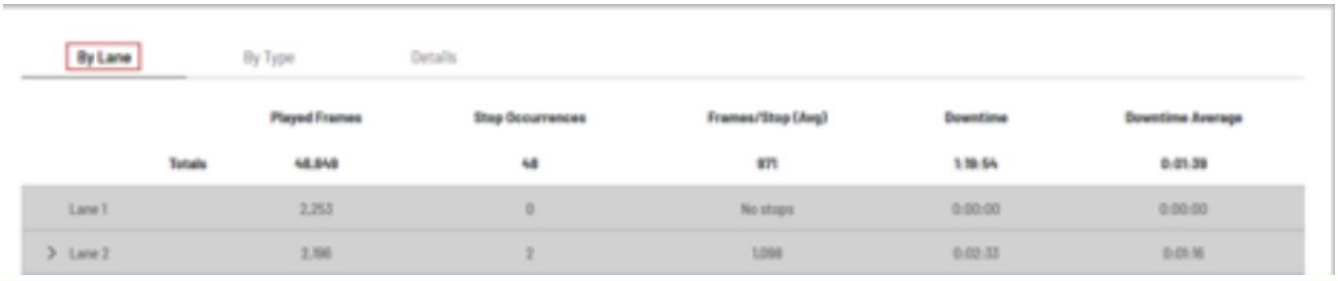


- From the filter bar, you can refine your search by *Date Range*, *Lane Range* and *Time Range*. You can also filter by a variety of options using the drop-down menus. This allows you to include or exclude where the call was generated, what type of device the call was generated from, whether a staff member manually input the issue, whether the lane was opened or closed at the time of the call, and whether the call was completed.

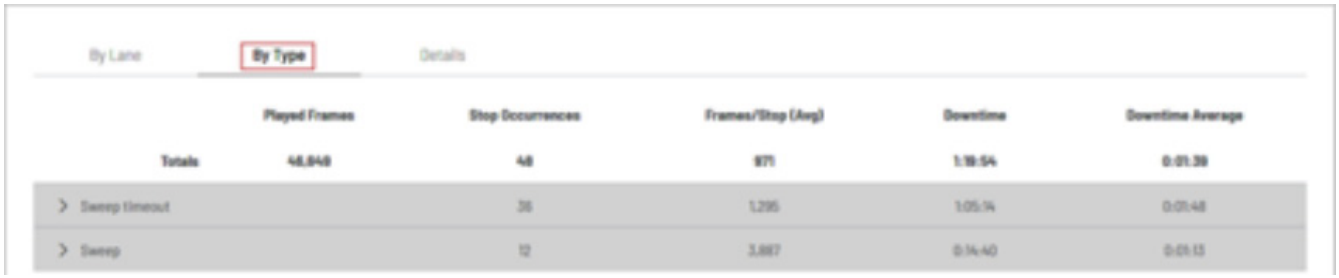




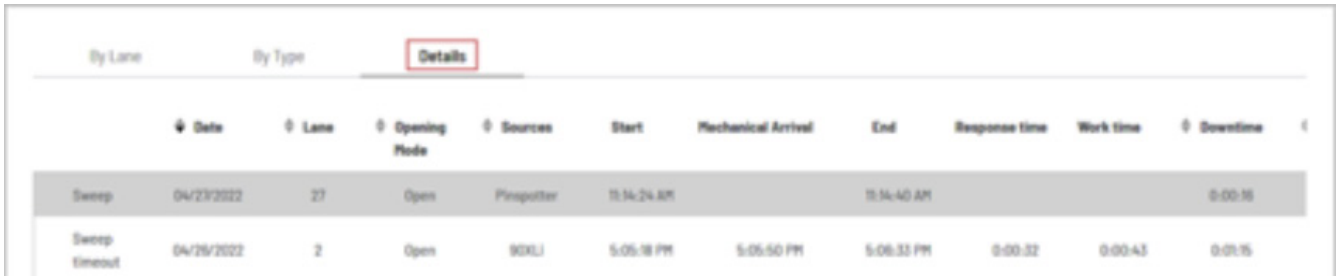
- Finally, when chosing a sort mode to display this information, you can choose to display it by: **lane**



type



or **details**



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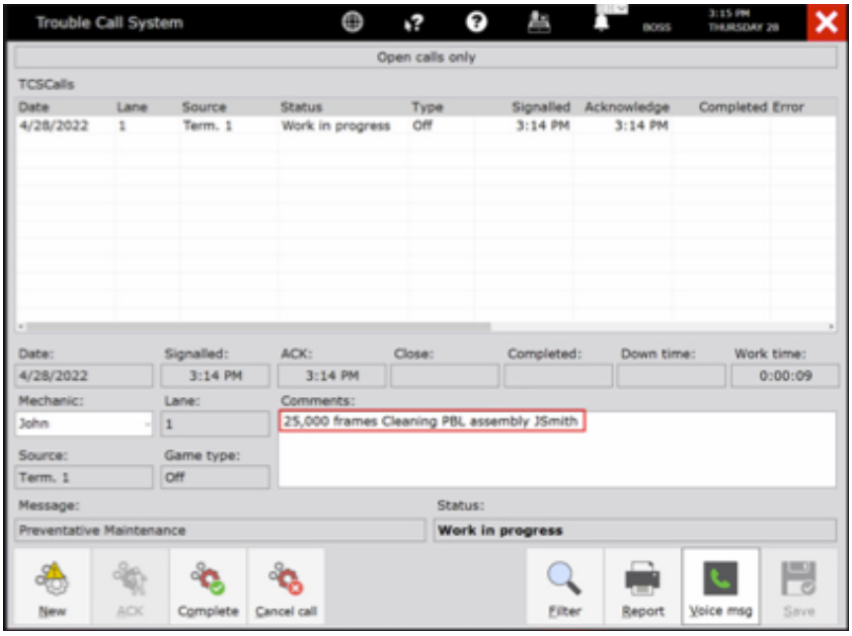
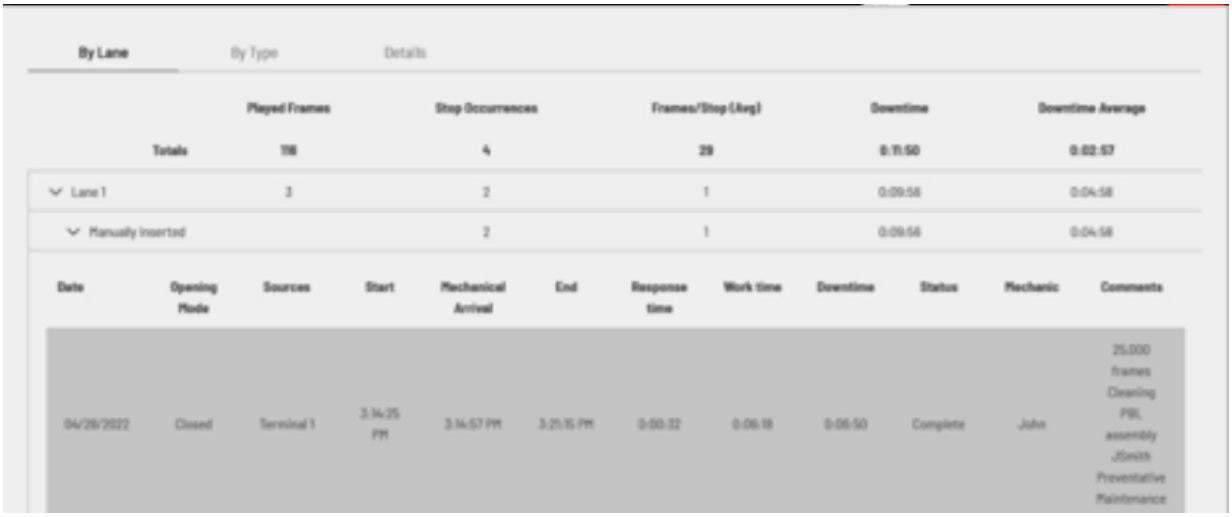
Now that you know what tools are contained in Performance Monitoring, how do you make use of them of them to elevate your center's maintenance routines?

- A good preventative maintenance program is *proactive* and focuses on the number of frames for the which the pinspotter has operated. Like an automobile that needs an oil change every 5,000 to 7,500 miles, pinspotters need upkeep every twenty-five thousand, one-hundred thousand, two-hundred thousand, four-hundred thousand frames and onward, for the life of the machine. As with the automobile… it is not the years… it is the mileage that determines when and where your pinspotter might suffer failures. The higher the frames, the more maintenance is required.
- QPortal's *Performance Monitoring* feature allows you to log in from anywhere and see in real time what frame counts you have had on each of your lanes over a timeline you define. You can then cross reference these reports with your mechanic's logs to determine if you are staying ahead of all maintenance needed to ensure the best possible experience for your customers.
- *Tech Wizard* and the *Trouble Call System (TCS)* give your mechanics, managers, and desk staff, the ability to manually enter maintenance issues for a lane and comment on what work they have done on the lane before completing the call.



- *Performance Monitoring* converts these manual entries into a searchable record of the work done on your lanes. Below you can see that on April 28th the mechanic John Smith performed preventative maintenance on the PBL assembly for Lane 1. From the same record the manager can track when the call started, when John arrived, when he finished, what John's response time was, what his work time was, and how long the lane remained down. This allows better control over maintenance hours spent per task and helps with planning for staffing requirements.



- *Performance Monitoring* can help track trends and common failures on your lanes. When sorting by lane, you can see at a glance how many stops each lane has had, the average frames per stop, and the downtime the lane has had. This allows you to immediately spot which lanes need extra maintenance, and which lanes can handle even your busiest hours with ease.
- If we switch the view to the *By Type tab*, instead of tracking these trends by lane, we can track them by the common errors which are causing the center the most stops. This information can help the mechanic and manager make more informed decisions on what parts to stock, and where to focus their extra maintenance hours.

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These are a few small examples of what *Performance Monitoring* can do to help take your regular maintenance program to a new level. Perhaps the greatest feature is that all this information is available anywhere and at any time directly through your QPortal access to help you maximize your center's success.

If you would like additional information on this or any other topics related to the ***Conqueror Maximation Program (CMP)*** please feel free to consult our ***Training Resources*** page or sign up to attend one of our ***Live Virtual Training*** sessions. You can find links to each under the ***Services & Resources*** section on your QPortal page.