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AA: Affirmative Action AACM: African American Consumer Market ABC: Activity-Based Costing **ABR:** Automated Business Review **ABS:** Automatic Beverage System AC or A/C: Average Check ACD: Automated Call Distribution **ACH:** Automated Clearinghouse ACL: Access Control List ACM: Accountability Model ACM: Area Construction Manager ACM: Asian Consumer Market ACS: Affiliated Computer Services ACT: ACTivated AD: Active Directory ADB: All Day breakfast ADA: Americans with Disabilities Act **ADCS:** Active Directory Certificate Services **ADDS:** Active Directory Domain Services ADFS: Active Directory File System ADID: Active Directory IDentification **ADM:** Application Development and Maintenance ADM: Azure Data Movement **ADP:** Accelerated Development Program ADPL: Accelerated Deployment Plan Lead (person) ADP.Net: ActiveX Data Objects for .NET ADRMS: Active Directory Rights Management Services **ADS:** Average Daily Shipments ADT: Average Daily Traffic ADU: Average Daily Units ADUC: Active Directory Users and Computers (window) AEC: Architecture/Engineering/Construction/Computer Systems **AEN:** Asian Employee Network **AES:** Advanced Encryption Standard **AET:** Agency EID Tool (eID Management) AFIT: APMEA Food Improvement Team AGT: Assessment Grading Tool AHU: Average Hourly Unit AI: Assembly Item AJCC: All Japan Crew Contest ALC: APMEA Logistics Council ALDP: APMEA Leadership Development Program AMA: American Marketing Association AMCD: AccessMCD AMD: Area Managing Director AMD: Area Market Developer AMO: Another Most Often AMO: Application Management Organization AMO: Application Management Office AMOA: Asian McDonald's Operator Association AMS: Account Management System AMWF: Asset Management Workflow ANT: Audio Notification Tool AOC: Advanced Operations Course AOS: Automated Ordering System

AOW: Area of the World **AP:** Accounts Payable **AP:** Access Point **AP:** Application Server **API:** Application Programming Interface **APMEA:** Asia. Pacific. Middle East and Africa **APMEN:** Asia, Pacific Middle East Network **APREST:** Asia Pacific RESTaurant **APSD:** All Purpose Sweetener Dispenser **APO:** Annual Performance Objectives **APR:** Asia Pacific Region APT: Administrative Professionals Training **AR:** Accounts Receivable **AS:** Authentication Service ASA: Authorized Service Agent **ASL:** Authorized Signers List ASL: Audio Sequencing Lead (Audio Remediation) **ASM:** Advanced Shift Management **ASMC:** Advance Shift Management Course **ASN:** Advanced Shipping Notice ASOY: Adult Support of Youth-Advertise Child Program of Adult Programs **ASP:** Application Service Provider **ASR:** Automated System Recovery ASR: Advance Smart Routing **AST:** Advertised Sales Test **AT:** Accounting Tools ATCQ/BTCQ: Across the Counter/Behind the Counter Quality **ATD:** Accelerated Technology Deployment ATDP: Accelerated Technology Deployment Project (or Program) **ATS:** Appropriate Tracking System AV: Audio-Visual **AVP:** Assistant Vice President **AVR:** Average Hourly Rate **AWA:** Alternative Work Approach **AWB:** Agent WorkBench AWS: AT&T Wi-Fi Services AWS: AT&T Wireless Services B **B&C:** Benefit & Compensation B/W: Better or Worse B2B: Business to Business **B2C:** Book to Collect (MBS Core Team) B2R: Book to Report (MBS Core Team **BA:** Business Analyst BABOK: Business Analyst Body of Knowledge BAM: Breakfast After Midnight **BAS:** Blackberry Administration Service **BB:** BroadBand **BBLZ:** Bun Buffer Landing Zone **BBMP:** BB (Yahoo) Mobile Point **BBOF:** Big Book of Fun **BBR:** Bottled Beverage Refrigerator BC: Business Case BC: Business Continuity **BC:** Business Consultant **BCM:** Black Consumer Market

BCP: Business Continuity Plan **BCP:** Business Case Plan **BDC:** Benefits/Defined Contributions (401K) **BDH:** Business Data Hub **BEC:** Bacon Egg & Cheese Biscuit **BES:** Blackberry Enterprise Server **BET:** Better Employers Team **BF:** Breakfast **BFL:** Business Facilities Lease BHOT: Benefits, Hiring, Orientation, Training BHOT'r: Benefits, Hiring, Orientation, Training and Retention **BI:** Business Intelligence **BIA:** Business Impact Analysis **BIB:** Bag-In-Box **BICC:** Business Intelligence Competency Center **BKFX:** Break Fix **BLI:** Business Location ID (unique # assigned to store in RBIS) **BLM:** Button Level Management BLOG: Web Log **BLP:** Business Leadership Practices (HU course) BM: Big Mac **BMC:** Business Management Course **BMG:** Be My Guest (unconditional voucher) BMOA: Black McDonald's Operators Association **BMI:** Basic Menu Item BMOA: Black McDonald's Operator Association **BMP:** Business Management Program **BNE:** Business Navigation Enhancement BO or B/O: Back Office **BOC:** Basic Operations Course **BOD:** Board of Directors BOG: Be Our Guest BOG Card: Be Our Guest Card BOGO: Buy One Get One **BOGOF:** Buy One Get One Free **BOM:** Bill of Materials **BOP:** Bridge Operating Platform **BOS:** Back Office Server **BOS:** Back Office System **BP:** Basis Points **BP:** Busy Periods **BPA:** Business Process Analysis **BPHP:** Building Peak Hour Performance **BPI:** Business Performance Indicator **BPM:** Business Process Management **BPO:** Business Process Outsourcing **BPOS:** Business Productivity Online Services BPOS: Acronym used to explain SharePoint hosted by Microsoft (MSO) BPOS-D: Business Productivity Online Suite - Dedicated **BPR:** Business Process Reengineering **BPS**: Business Process Scenarios BRE: BizTalk Rules Engine **BRI:** Basic Rate Interface **BRM:** Business Relationship Manager **BSC:** Basic Standards Checklist **BSE:** Bovine Spongiform Encephalopathy

BSM or BSMC: Basic Shift Management **BTB:** Building the Business **BTCQ:** Behind the Counter Quality BTRC: Brand Trust Resource Center BU: Base Unit **BU:** Business Unit **BUDR:** BES User Details Report BVS: Beverage Video System BWR: Baltimore-Washington Region (US Region) BWS: Be Well Served BYOC: Bring Your Own Computer BYOD: Bring Your Own Device С **CA:** Certificate Authority **CA:** Confidentiality Agreement **CA:** Construction Agreement CAB: Curriculum Alignment Board **CAC:** Columbus Accounting Center CAF: Cost Allocation Form **CAGR:** Compound Average Growth Rate CAI: Corporate Accountability International (watchdog organization) **CAL:** Client Access License **CAM:** Crew Access Manager CAN: Call as Needed CAO: Chief Attitude Office **CAP:** Crew Access Point CAP: Customer Advocate Professional (SEI Team) **CAS:** Client Access Server **CBA:** Cost Benefit Analysis **CBB:** Combined Beverage Business **CBI:** Combined Beverage Initiative (now CBB) **CBI:** Consumer Business Insights **cBIZ:** Corporate Business Information Systems **CBO:** Chief Brand Officer **CBT:** Computer-Based Training **CC:** Customer Count CCG: Corporate Controller Group **CCM:** Continuous Controls Monitoring CCU: Communications Control Unit - One of a variety of name for the POS system's central computer. Might also be called Waystation, CMU, Concentrator. CCG: Corporate Controller Group CC & R: Covenants. Conditions & Restrictions CCO: Contract Change Order **CCTV:** Closed Circuit Television **CCU:** Communication Control Unit **CDD:** Customer Design Document **CDMM:** Common Data Movement Model **CDO:** Chief Digital Officer **CDP:** Crew Development Program **CDR:** Common Data Replication CDTG: Countdown to Go **CE:** Conversion Efficiency **CE:** Customer Edge **CE:** Customer Engine **CE:** Customer Engineer **CEC:** Corporate Executive Council

CEO: Chief Executive Officer **CER:** (Shift Management Application) **CFFO:** Cash Flows From Operations **CFM:** Central File Maintenance **CFM:** Connectivity Fault Management **CFO:** Chief Financial Officer **CFT:** Cross-Functional Team **CGB:** Change Governance Board **CHM:** Continuous Happy Meal **CI:** Configuration Item **CIC:** Core Innovation Center **CIF:** Cartage, Insurance, Freight CIO: Chief Information Office **CLS:** Cabinet Level Systems **CLT:** Central Location Testing **CM:** Credit Memo CMG: Crew Management **CMP:** Customer Management Portal **CMS:** Content Management System **CMPMT:** Customer Management Portal Management Terminal CMOR: Combined Manager/Operator Rally **CMS:** Construction Management System **CMS:** Content Management System **CMT:** Common Migration Tool COA: Chart of Accounts (MBS iExpense term) **COB:** Campus Office Building COC: Code of Conduct **COC:** Customer Order Center COD: Customer Order Display - the screen in the DT that shows your order **COE:** Center of Excellence COO: Chief Operating Officer **COMS:** Communications Co-Op: Co-Operatives **CORE:** Customer Oriented Restaurant Experience COS: Customer Order System **CPE:** Customer Premises Equipment CPM: Cost per Thousand **CPM:** Customer Purchasing Manager **CPS:** Customer Profile Survey **CQ5:** Communique 5 (web contenet management system) **CQAM:** Country Quality Assurance Manager **CQI:** Continuous Quality Improvement **CR:** Change Request **CRAS:** Customer Request Analysis System **CRCP:** Customer Recovery Contact Profile **CRM:** Customer Relationship Management **CROA:** Combined Regional Operator Association **CRP:** Conference Room Pilot **CRS:** Customer Recovery System **CRT:** Cash Register Topper CRUD: Create, Read, Update, Delete **CS:** Clean Sheet **CS:** Customer Service **CSAT:** Customer Satisfaction Survey **CSC:** Customer Service Climate CSD: Carbonated Soft Drink

CSD: Company Service Date **CSI:** Customer Satisfaction Index (same as CSO for US) CSO: Customer Satisfaction Opportunity **CSOC:** Central States Operator Cooperative **CSP:** Cryptographic Service Provider **CSR:** Corporate Social Responsibility **CSR:** Customer Service Representative **CSR:** Customer Satisfaction Report **CSS:** Customer Satisfaction Survey CSS: Contractor's Sworn Statement CSV: Comma Separated Value, a file of data delineated by commas - can be opened by spreadsheet programs like Excel **CSV:** Consultant Support Visit **CSVR:** Customer Satisfaction Validation **CTD:** Consultant Tracking Database CTG: Countdown to Go **CTT:** Crew Training Tracking **CU:** Cumulative Updates **CUG:** Content User Group (website term) D D10: Destination 10 **DAR:** Daily Activity Report **DBS:** Drive Thru Breakfast DBU: Dial Back Up (for cashless) **DC:** Distribution Center DCD: Drawer Count Down **DD:** Department Director **DDOT:** Divisional Distribution Operations Team **DEP:** Digital Engagement Platform DFF: Descriptive Flex Field (Oracle/database term) **DFT:** Deal Financial Tool DGM: Developing a Global Mindset (HU Mid-Management course) **DL:** Developmental Licensee **DLC:** Divisional Leadership Council DMB: Digital Menu Board DMC: Document Management Center **DMD:** Divisional Marketing Director **DML:** Divisional Marketing Leader DMT: Data Management Tool **DO:** Director of Operations DOB: Date of Birth **DOE:** Design of Experiment DOH: Days on Hand - est. # of days product will remain @ DC or store **DP:** Division President **DPD:** Divisional Purchasing Director **DPLC:** Divisional Purchasing Leadership Council **DPM:** Divisional Purchasing Manager **DPN: Defection Production Notice DPT**: Dual Point Testing **DQMP:** Distribution Quality Measurement Process **DQPC:** Double Quarter Pounder w/ Cheese **DR:** Disaster Recovery DS & GPA: Dynamic Sales & Gross Profit Analysis **DSL:** Division Support Liaison **DSPT:** Dynamic Shift Positioning Tool DSS: Data Security Standard (part of overall PCI)

DSSM: Division Store Systems Manager DT: Drive Thru DTD: Division Technology Director DTM: Division Technology Manager DTO: Drive Thru Optimization

DTW: Drive Thru Window

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e*RDM: e*Restaurant module enabling Restaurant Department Management **EAI:** Enterprise Application Integration **EBM:** Electronic Business Machine **ECI:** Employee Commitment Index **ECR:** Electronic Cash Registers ECS: Electronic Core Store **EDI:** Electronic Data Interchange **EDLP:** Every Day Low Pricing EDM: Equipment Development Manager **EEO:** Equal Employment Opportunity EFIT: European Food Improvement Team **EFT:** Electronic Funds Transfer **EIE:** Easy Insight Engine ELDP: European Leadership Development Program EMM: Egg McMuffin **EMP:** Effective Management Practices **EMPC:** Effective Management Practices Course **EMT:** Equipment Management Team EOM: End of Month EOM: End of Message **EOT:** Enhanced Order Taking **EPK:** Electronic Press Kit **EPM:** Enterprise Project Management **EPS:** Earnings per Share **ERC:** Existing Restaurant Capability **ERP:** Enterprise Resource Planning ERSG: Equipment - Restaurant Solutions Group ESF: Electronic Site Folder **ESPF:** Equipment Supplier Performance Feedback **ESSP:** Employee Self-Service Platform ETL: Extract Transform and Load (transferring data from one place to another) **EURP:** End User Replacement Part **EVM:** Extra Value Meal **EVM:** Earned Value Measurements **EVP:** Executive Vice President **EXEC:** Elected Licensee Representative for Co-Op F F&P: Food & Paper F&S: Facilities and Systems F/C: Food Cost FA: Fixed Assets FAF: Fast, Accurate & Friendly FAF&F: Fast Accurate Friendly and Fries FAFF: Fast, Accurate, Friendly & Fries FAQ: Frequently Asked Question FAS: Free Along Side FAX: Facsimile

FBI: Financial Business Intelligence

FC: Front Counter FCS: Forect Stewardship Council FDA: Food & Drug Administrative FFN: Family Fun Night FFOR: Follow-Up Full Operations Review FFS: Franchisee Financial System FID: Federal Tax Identification Number FIFO: First In, First Out FIM: Federated ID Management FIT: Food Improvement Team FLL: Full Lease and License FMS: Full Menu Staging FMV: Fair Market Value FO: Foreign Object FOB: Free on Board FOB: Food Over Base FOC: Free of Charge FOL: Foundations of Leadership (HU Mid-Management course) FOM: Field Operations Manager FOP: Flexible Operating Platform FOR: Full Operations Review FOR/SOR: Full/Short Operations Review FOS: Franchise Office Staff FOTM: Flavor of the Month **FPA:** Food Poisoning Allegations FP43: Drive Thru Menu Board FRC: Field Resource Center FRP: Fiberglass Reinforced Polvester FSI: Free Standing Insert, a type of newspaper advertising FSL: Forward Stock Location (a.k.a. Crash Kit for Insight deployment) FSM: Field Service Manager FSOR: Final Store Operating Rent FSS: Free Standing Store G **G&A:** General and Administrative costs G/L: General Ledger **G2G:** Good to Gold (web content standard) **GA:** General Acceptance (or Availability) **GAAP:** Generally Accepted Accounting Principles GAIL: Golden Arches Insurance Limited **GBL:** Global Business Location GC: Guest Count GC: Gift Certificate **GC:** General Contractor **GCM:** General Consumer Market **GDC:** Global Digital Communications **GDCT:** Global Data Collection Tool **GDW:** Global Data Warehouse **GECS:** Global Employee Commitment Survey **GEM:** Global Employee Maintenance **GHP:** Good Hygienic Practices **GHRDS:** Global Human Resources Development System **GIMT:** Global Infrastructure Management Team **GLS:** Go Live Support **GM:** General Manager **GMA:** Global Mobile APP

GMO: Genetically Modified Organism **GMP:** Good Manufacturing Practices **GMS:** Global Management System **GPM:** Gross Profit Margin **GPM:** Global Product Movement **GRC**: Governance, Risk & Compliance (security term) **GRM**: Global Restaurant Measurements **GROIP:** Global Restaurant Operations Improvement Process **GRP:** Gross Rating Point GSAB: Global Supply Chain Advisory Board (global senior leaders in supply chain) **GSAC:** Global Supply Chain Advisory Council (suppliers) **GSB:** Global Supply Board **GSCIT:** Global Supply Chain Information Technology **GSF:** Golden State Foods **GSR:** Great Southern Region (US region) **GSS:** Global Shared Services (or Support) **GSW:** Greater Southwest Region (US region) GTC: Global Technology Catalog **GTK:** Global Toolkit **GTM:** Global Talent Management **GTP:** Global Technology Procurement **GTS:** Global Technology Sourcing **GUI:** Graphical User Interface **GWS:** Global Workforce Solutions (consultant acquisition) н HA: High Availability HACCP: Hazard Analysis Critical Control Points HACER: Hispanic American Commitment to Educational Resources HB: Hashbrown **HBO:** Hang Bag Out HCM: Hispanic Consumer Market HDD: Hard Disk Drive **HEN:** Hispanic Employee Network HGS: Havi Global Solutions (vendor-partner) HHOT: Hand Held Order Taker **HIPS:** Host Intrusion Prevention Software HLZ: Heated Landing Zone HM: Happy Meal HO: Home Office HTTP: Hyper Text Transfer Protocol HTW: Hiring to Win HU: Hamburger University HUT: Household Using Television HVAC: Heating, Ventilation Air Conditioning HWTG: Hardware Triage Group IAMS: Identity and Access Management Systems (password security term) IC: Innovation Center ICE: Initial Cost of Entry ICM: Integrated Cashless Module **IDP:** Individual Development Process **IDS:** Intrusion Detection System (security term) **IDT:** International Data Transfer **IDW:** International Data Warehouse **IEEE:** Institute of Electrical and Electronics Engineers

IEO: Informal Eating Out if if ili: I'm Fast, I'm Friendly, I'm Lovin' It **IFL:** International Facilities Lease ili: I'm Lovin' It **ILS:** Integrated Logistics System **IMAC:** Install Move Add Change **IMC:** International and Marketing Convention **IMS:** Information Management System **IOC:** Intermediate Operations Course **IPL:** Initial Program Load **IPP:** Individual Performance Plan **IPS:** Integrated Payroll System **IPS:** Intrusion Prevention System (security term) **IPT:** Items Per Transaction **IPUR:** Improvement Process for Underperforming Restaurants **IRHP:** Individual Restaurant Home Page (McState restaurant websites) I/S: Information Services (now known as MCD/IT) **ISP:** In-Store Processor IT: Information Technology **ITIL:** Information Technology Infrastructure Library ITT: Inventory Transfer & Tracking Form **IVP:** Inventory Variance Analysis J JDE: Distribution Mainframe (JD Edwards) JE: Journal Entry JIA: Job Impact Analysis **JP:** Joint Partner (*Domestic*) JV/JVP: Joint Venture Partner (International) Κ **KA:** Knowledge Articles **KEF:** Kids Eat Free **KES:** Kitchen Equipment Systems KLT: Kiwi Leadership Team **KM:** Knowledge Management **KPA:** Key Position Assignment **KPI:** Key Performance Indicator **KT:** Knowledge Transfer KVS: Kitchen Video System L&D: Learning & Development L/C: Location Code LADW: Latin America Data Warehouse LAMP: Leadership at McDonald's Program LAN: Local Area Network LBO: Load Balancing Option LCD: Liquid Crystal Display LCMS: Learning Content Management System (or Solution) LDT: Long Distance Travel LED: Light Emitting Diode LEED: Leadership in Energy and Environmental Design LI: Leadership Institute LLC: Limited Liability Corporation LMS: Learning Management System LOA: Letter of Authorization LOBS: Last On-Board Ship Dates

LOI: Letter of Intent LOS: Length of Service LOV: Low Oil Volume LPS: Local Promotional Supply **LSC:** Local Store Communications LSM: Local Store Marketing LTL: Less Than Truck Load LTO: Limited Time Only LTRS: Long Term Reinvestment Strategy Μ M&R: Maintenance & Repair MA2C: McDonald's African American Council MAAP: McDonald's Agricultural Assurance Program MAC: Media Asset Center MAC2: McDonald's African American Council MACOF: McDonald's Australia Consultative Operator Forum **MAGIC:** Worldwide Marketing Intranet MAP: Media Action Plan/Media Assistance Program MAPS: Mid America Point of Sale (US POS vendor) MAPS: McDonald's Accounting Productivity System MAS: Marketing Areas Survey MB2K: Menu Board 2000 (name of interior menu board) **MBS:** McDonald's Business Suite MBWA: Management By Walking Around MBX: McD Big Extra **MCA:** Master Consulting Agreement McCIP: McDonald's Charities Investment Program McD: McDonald's MCD: Minor Civil Division MCD/IT: McDonald's IT Solutions Department McDC: McDonald's Distribution Center **MCDE:** MCDexchange McDESOP: McDonald's Employee Stock Ownership Program McDITTo: McDonald's Deployment Issue Tracking Tool McEIS: McDonald's Executive Information System McGis: McDonald's Geographic Information System MCK: McDonald's Champion Kids MCN: McDonald's Communication Network McPop: McDonald's Partnership Orientation Process MCOpCo: McDonald's Operated Restaurant **MD:** Managing Director **MDC:** Management Development Course **MDP:** Manager Development Program MDS: McDonald's Delivery System MEL: Mobile e-Learning **MEP:** Mechanical Electrical Plumbing MERLIN: McDonald's Enterprise Resource Leverage Information Network **MES:** Market Evaluation School MFD: Multi-Function Device MFY: Made for You MGLAN: McD Gay, Lesbian and Allies Network MHOA: McDonald's Hispanic Operator Association Mini-OLC: A cash register that can take over if the CCU is broken MIP: McDonald's Insurance Plan MIT: McDonald's Interactive Training MLC: Managers Leadership Council

MMD: Mid-Management Development MMO: McDonald's Most Often **MMPT:** Menu Management Prioritization Team **MMT:** Menu Management Team (Australia) MNST: McDonald's NewPOS Support Team **MOC:** Management Observation Checklist **MOCNI:** McDonald's Operators of Chicagoland & Northern Indiana **MOM:** McOpCo Operations Manager **MOS:** Management Operating System MOT: Mobile Order Taker (formerly HHOT) **MPFF:** Multi-Product Fryer Front MPPM: McDonald's Password & Profile Manager MPT: Menu Planning Team (New Zealand) MQM: McDonald's Quality Management **MRC:** Maintenance Requirement Card MRP: McDonald's Remodeling Program MRM: Meeting Room Manager MS: Managed Supply MS: Microsoft **MSA:** Master Service Agreement MSM: My Store Marketing MSO: Microsoft Online **MSOP:** McDonald's Standard Operating Procedures **MSSPA:** Microsoft Subscription Participation Agreement **MTA:** Menu Ticket Analysis MTD: Month to Date **MTO:** Managing the Organization (*HU Mid-Management course*) **MTS:** Menu Ticket Study **MVD:** Menu Vision and Design Team **MVR:** Manager Visitor/Visitation Report Ν NAB: Nuts & Bolts Approval Board NABIT: Nuts and Bolts Integration Team **NAEBN:** National Asian Employee Business Network NAM: Novell Access Management **NASS:** North American Shared Services **NBMOA:** National Black McDonald's Operator Association NBRES: National Building Restaurant and Equipment Standards NCHM: Non Continuous Happy Meal NDA: Non Disclosure Agreement **NDA:** Non Disturbance Agreement NFC: Normal Full Lease **NFS:** National Franchising Standards **NIM:** Novell Identity Management NLC: National Leadership Council **NMC:** National Marketing Committee NMD: Network Management Device (Wayport) NOAB: National Operations Advisory Board NOC: Network Operations Center NPL: New Product Launch **NRA:** National Restaurant Association **NRD:** National Restaurant Development NRRG: National Restaurant Review Group **NSCLC:** National Supply Chain Leadership Council **NSLC:** National Supply Leadership Council

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O&T: Operations and Training Manual O/O: Owner/Operator **020:** Operator to Operator **OBM:** Occasion Based Marketing OCC: Operations Consultants' Course (HU Mid-Management course) **OCS:** Office Communication Server **OCS:** Order Confirmation System **OD:** Operations Director **ODB:** Officer's Discretionary Bonus **ODS:** Operational Data Store **OEM:** Original Equipment Manufacturer **OFCR:** Optimum Food Cost Report **OGS:** Oregon Green Association (Oregon Co-Op) OJE: On the Job Evaluation OJT: On the Job Training **OLA:** Operating Level Agreement OLC: Off-Line Computer, can take over for the CCU if it fails. **OLG:** Optimize, Leverage, Grow (an APMEA menu strategy) **OLT:** Operations Leadership Team **OO:** Owner/Operator **OOH:** Out of Home **OOH:** Owner/Operator Hierarchy (eID Management Tool) **OOTB:** Out of the Box **OPAC:** Operator Purchasing Advisory Council **OPNAD:** Operator National Advertising **Ops:** Operations **ORB:** Order Ready Board **ORC:** Operations Resource Center **OS:** Operating System **OSHA:** Occupational Safety & Health Administration **OTP:** Organization Technology Person **OTS:** Off the Shelf Ρ P&L: Profit and Loss P2P: Procure to Pay (MBS Core Team) P2P: Point to Point (remote access connection) P2PE: Point to Point Encryption P2W: Plan to Win PA: President's Award PAB: Project Approval Board PAC: Profit After Controllables (or Political Action Committee of Pre-Authorized Check) **PAD:** Product Advice Distributor **PAINT:** Proactive Installer Network Testing PAL: Personnel Action Letter PAM: Product Advice McDonald's PAM: People Action Manual Pan: Panasonic (US POS Vendor) PAR: ParTech (US POS Vendor) **PAS:** Production Advice Supplier **PBA:** Post Buy Analysis PBO: Presenter Booth Optimization (a.k.a. DTO) PBRAT: Post Break Re-Allocation Tool PC: Purchasing Committee PC: Personal Computer

PCA: Project Cost Administration PCAP: Post Class Action Plan PCC: Property Category Code PCI: Payment Card Industry PCI: Portal Content Interface (content approval tool) PCN: Price Change Notification PcPOS: Personal Computer Point of Sale PCR: Product Continuity and Recover (Team) PDA: Personal Digital Assistant PDP: Premium Distribution Program PDR: Property Disposition Reserve PDS: Performance Development System **PDU:** Performance Development Units **PEAK:** Managers Convention **PED:** Pin Entry Device **PERK:** Perquisite **PFactor:** People Factor **PFE:** Program Fulfillment Execution **PFP:** Premium for Profit PFR: Partnering for Results (HU Mid-Management course) PII: Personally Identifiable Information PILI: Public Image Local Identity PIMS: Product Inventory Management System PM: Project Manager **PM:** Purchasing Manager PM: Planned Maintenance PM/ILS: Program Management/Integrated Logistics Systems **PM/SM:** Partners Mail/Store Mail PM++: Project Management and Controls Improvement **PMBOK:** Project Management Body of Knowledge PMIX: Product Mix PMO: Project Management Office PMO: Profitable Market Optimization PMP: Project Management Professional **PMT:** Project Management Tool **PMT:** Printed Menu Translites PO: Purchase Order POC: Point of Contact POC: Proof of Concept **POD:** Point of Distribution **POE:** Power Over Ethernet POP: Point of Purchase (marketing materials) POS: Point of Service/Sale (store register system) POV: Point of View PP: Profit Plan **PPC:** Pocket PC (or Property Category Code) **PPO:** Preferred Provider Organizer **PPS:** Purchasing Promotions System PQRG: Pocket Quality Reference Guide **PR:** Performance Review PREID: (ODS Warehouse process to extract new hires & terminations) **PRG:** Pocket Reference Guide **PSM:** Procurement Supplier Management **PSMAP:** Partners Store Mail Account Provisioning PSR: Pacific Sierra Region **PTW:** Plan to Win

PUT: People Using Television **PWP:** Planning to Win with People Q **QAM:** Quality Assurance Manager **QBR:** Quarterly Business Review QCI: Quality/Continuous Improvement QCR: Quality Cost Report **QIP:** Quality Inspection Program **QPC:** Quarter Pounder with Cheese **QPM:** Quarterly Planning Meeting **QPT:** Quarterly Planning Team **QRC:** Quick Reference Card **QRD:** Quick Response Development (*Team*) **QSC:** Quality Service Cleanliness QSCV: Quality, Service, Cleanliness, and Value QSC VP: Vice President of QSC in a US region **QSR:** Quick Service Restaurant R **R&C:** Reasonable and Customary (healthcare expense) **R&D:** Research & Development R/E: Real Estate R2D2: Regional Restaurant Data Diagnostics **RA:** Registered Applicant **RAC:** Restaurant Approval Committee RACI: Responsible, Accountable, Consulting, Informed **RAD:** Rapid Application Development **RAD:** Requirements Analysis Document **RAM:** Regional Administrative Manager **RAM:** Regional Accounting Manager **RAMP:** Regional Asset Management Report **RAMS:** Regional Administrative Managers Supervisors **RAP:** Restaurant Allocation Plan **RAS:** Regional Administrative Supervisor **RBAC:** Role Based Access Control **RBIS:** Regional Business Information System RC: Restaurant Capability RCE: Roof Cap Element **RCM:** Regional Construction Manager **RCSR:** Regional Customer Satisfaction Representative **RDB:** Resource Demand Balance **RDG:** Restaurant Design Group **RDM:** Restaurant Department Manager **RDM:** Restaurant Data Movement **RDM:** Restaurant Department Management **RE:** Retained Earnings **REAL:** Relationship Economics Alignment Leverage **REBAR:** Restaurant Emix Business Application Reporting **REC:** Regional Equipment Course **REF:** Real Estate Franchise Accounting **REF:** Real Estate Finance **RFAF:** Request for Assumption/Adjustment Form **RFI:** Request for Information **RFM:** Remote File Management **RFM:** Restaurant File Maintenance **RFP:** Request for Proposal

RFQ: Request for Quote **RIDM:** Restaurant Integrated Data Movement **RIM:** Records Information Management **RLC:** Regional Leadership Council **RLM:** Restaurant Lifecycle Management **RM:** Regional Manager RMCC: Ronald McDonald Children's Charities **RMDW:** Restaurant Measures Data Warehouse **RMH:** Ronald McDonald House **RMHC:** Ronald McDonald House Charities **RMM:** Regional Marketing Manager **RMR:** Rocky Mountain Region **RMS**: Revenue Management Solutions **RMT:** Restaurant Management Tools **ROA:** Recognition of Achievement ROA: Return on Assets **ROA:** Regional Operator Association ROC: Remote Order Control **ROC:** Report on Compliance ROD: Rest of Day **ROE:** Return on Equity **ROG:** Regional Operator Group **ROI:** Return on Investment **ROIIC:** Return on Incremental Invested Capital **ROIP:** Restaurant Operations Improvement Process **ROLP:** Restaurant Operations Leadership Practices (HU course) **ROP:** Restaurant Order Proposal **RP:** Relationship Partner **RPAS:** Restaurant Portal Authentication Services (*i.e. Crew elDs*) **RPC:** Raw Product Complaint **RPO:** Recovery Point Objectives (*pertaining to business continuity*) **RRP:** Regional Review Process **RSG:** Restaurant Solutions Group RSL: Regional Sequencing Lead (1-2-5 Plan) **RSM:** Remote Software Management **RSM:** Restaurant Systems Management **RSO:** Restaurant Systems Officer **RSS:** Really Simple Syndication (web feed format) **RSSC:** Regional Store Systems Coordinator **RSSM:** Regional Store Systems Manager RT: Retail Technology RT: Regional Team **RTA:** Restaurant Technology Alignment **RTBS:** Retail Technology and Business Strategy **RTC:** Region Technology Council **RTC:** Regional Training Coordinator **RTL:** Regional Team Lead (SEI support contacts) **RTL:** Regional Training Lead **RTM:** Regional Training Manager **RTO:** Recovery Time Objectives (*pertaining to business continuity*) RTP: Restaurant Technology Platform RTPaaS: Restaurant Technology Platform as a Service **RTS:** Retail Technology Strategy **RTS:** Restaurant Technology Support RTTF: ROIP Technology Task Force **RVR:** Regional Visitation Report

RW: Remote Worker (now called teleworker or TW) S **SA:** Service Advisor (the Siemens ticketing system) **SA:** Support Analysis **SaaS:** Software as a Service (*password security term*) SAC: States Advertising Co-Op SAC: Supplier Advisory Council SAP: Systems, Applications and Products SAQ: Self Assessment Questionnaire SBC: Side By Side (Drive Thru) SC: Store Controller SC: Supply Chain SCC: System Chain Corporation SCCM: Systems Center Configuration Manager SCI: Service Climate Index SCI: Supply Chain Integration SCM: Supply Chain Management SCOM: Systems Center Operations Manager SCR: Supply Chain Release (software driving SCI) **SCT:** Store Configuration Tool **SDM:** Service Delivery Model **SDP:** Supplier Development Process SEE: Simple, Easy, Enjoyment SEEQ: Simple, Easy, Employment, Quality **SEM:** Support Enhancement Meeting SET: System Economics Team SET: Strategic Economic Team SHU: Super Heavy User SIM: Secure Identity Management SIMAC: Southern Idaho McDonald's Advertising Co-Op (Boise) SIMCA: Southeast Idaho McDonald's Cooperative Association (SE Idaho) SIO: Shift in to Overdrive SL: Sales Ledger **SLA:** Service Level Agreement SLB: Supply Leadership Board **SLO:** Service Level Obligation **SLP:** Self Liquidating Program (*a.k.a.* Self Liquidating Premiums) SM: Store Manager (a.k.a. Restaurant Manager) SMART: Specific, Measureable, Attainable, Realistic, Time Bound (Goals) SMART: Store Menu Item and Recipe Tool SME: Sausage McMuffin with Egg SME: Subject Matter Expert SMI: Sellable Menu Item SMM: Sausage McMuffin SMSA: Standard Metropolitan Statistical Area **SMT:** Shift Management Tools SMT: Senior Management Team SMX: Shift Management Excellence **SOC:** Station Observation Checklist **SOA:** Service Oriented Architecture SOF: Store of the Future **SOI:** Store Operating Income **SOLB:** Strategic Operations Leadership Board **SOQ:** Suggested Order Quantity **SOR:** Short Operations Review SOT3: Start on Time, Stay on Track, Stop on Time

SOW: Statement of Work SP: SharePoint **SPARK:** Sequencing Playbook SPC: Statistical Process Control **SPI:** Supplier Performance Index **SPIF:** Supplier Product Info File SPMG: Sales Per Man Hour **SPMP:** Supplier Performance Measurement Process **SPO:** Special Purchase Order SPOD: Special Point of Distribution (Wal*Mart, Airport) **SQI:** Supplier Quality Index SQMS: Supplier Quality Measurement Systems SRC: Service Request Center SRFSi: Socially Responsible Food Supply Initiative (now SRS) SRS: Socially Responsible Supply SS: Store Systems SS: Super Size **SSN:** Social Security Number **SSO:** Single-Sign On SSP: Staffing Scheduling and Position **STAR:** Store Activities Representative STASS: Systems Training and Administrative Support Department STB: Store Technology Board STIR: Store Technology Issue Resolution (Team) STO: Small Town Oil STR: Small Town Retail **SVP:** Senior Vice President SVR: Short Visitation Report т TAG: Talent Acquisition Group TAM: Tivoli Access Manager TANGO: Tool integrated with DOS 2000 TAS: Trading Area Survey **TBB:** Teenie Beanie Babies **TC:** Transaction Counts TCC: Technology Charity Classic (Annual IT Golf Outing for RMH near Loyola) **TCC:** Training Consultants' Course (HU Mid-Management course) TCE: TeamConnect Enterprise TCO: Total Cost of Ownership TCS: Total Customer Satisfaction **TDA:** Transaction Detail Analysis **TDM:** Treasury Data Movement **TES:** Technology Equipment Suppliers **TET:** Total Experience Time TFA: Trans Fatty Acid **TIB:** Technology Investment Board **TIN:** Taxpayer Identification Number (Same as FID) **TIP:** Target Incentive Program **TJTC:** Targeted Jobs Tax Credit (Program) TL: Truck Load TL&D: Training, Learning and Development TLC: Think Like a Customer **TLD:** Transaction Level Detail **TMI:** Too Much Information TMSW: The Marketing Store Worldwide **TMT:** Top Management Team

TOA: Temporary Operator Assistance (OPNAD) TOTM: Taste of the Month **TPCH:** Transactions per Crew Hour **TRA:** Temporary Rent Adjustments **TRP:** Targeted Rating Point **TRT:** Technology Refresh Tool **TQM:** Total Quality Management TTL: Test to Learn Stores TTL: Total Time in Line TTM/TTMS: Trailing Twelve Month Sales **TVA:** Technician Visit Authorization **TVSS:** Transient Colt Surge Suppressor TW: Teleworker (formerly known as Remote Worker) Tween: Children ages 8-13 U **UAT:** User Acceptance Testing UCD: User Centered Design **UHC:** Universal Holding Cabinet **UI:** User Interface **UL:** Universal Life **UOM:** Unit of Measurement **UPS:** Uninterrupted Power Supply UPT: Units Per Thousand (used to measure sandwich movement across restaurants or markets where guest counts per restaurant are very different) **URW:** Units per Restaurant per Week **USB:** Universal Serial Bus **USCB:** US Communications Board **USCEC:** US Corporate Executive Council **USCG**: US Controllers Group USIT: US Information Technology (also known as MCD/IT USA) **USITFS:** US IT Field Services **USLT: US Leadership Team USELT:** US Extended Leadership Team **USRD**: US Restaurant Development **US ORT:** US Operations Restaurant Technology UT: Unit Transfer V VAT: Value Added Tax **VBA:**Visual Basic Application vCenter: Virtual Center (also known as InfoCenter for the ISP) VCM/VCMS: Vertical Cabinet Management System **VDI:** Virtual Desktop Infrastructure **VFD:** Variable Frequency Drive VLAN: Virtual Local Area Network VLH: Variable Labor Hour (Guide) VMM: Value Measured Methodologies VOC: Voice of the Customer VoM: Voice of McDonald's **VP:** Vice President **VP:** Virtual Premise **VPN:** Virtual Private Network W W@H: Work at Home WAN: Wide Area Network WBS: Work Breakdown Structure

WELB: Worldwide Equipment Leadership Board WEM: Weekly Estimation Meetings WFH: Work from Home **WFI:** Writing for Impact (HU Workshop) WFM: Weather File Movement WHMU: Worldwide Hamburger Marketing University WiFi: Wireless Fidelity WIIFM: What's in it for me WIKI: What I Know Is WIP: Work in Progress WLAN: Wireless Local Area Network WLN: Women's Leadership Network WMC: Working Mother's Council WO: Work Order WON: Women's Operator Network WOTC: Work Opportunity Tax Credit WRI: Worldwide Restaurant Innovation WRIN: Worldwide Raw Item Number WRIN: Worldwide Recipe Identification Number WRIN ISP: The latest version of ISP incorporating 8-digit WRIN numbers along with other enhancements WS: Workplace Solutions WSI: Worldwide Supplier Information WTX: (Part of EAI tools) WTY: Warranty **WWC:** Worldwide Convention WWFIT: Worldwide Food Improvement Team WWOA: Western Washington Operator's Association (Seattle) WWOps: Worldwide Operations WWPOS: Worldwide POS (NewPOS) **WWRS:** Worldwide Restaurant Systems WWRT: Worldwide Retail Technology WWSCM: Worldwide Supply Chain Management WWTLD: Worldwide Training Learning Development X xPE: Microsoft XP embedded Υ **YPN:** Young Professionals Network **YTD:** Year to Date

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