

RBI QA  
Training

Introduction to  
RBI Sensory  
Program



# Disclaimer

---

**IMPORTANT:** THE CONTENT OF THIS DOCUMENT IS MATERIAL, NON-PUBLIC INFORMATION OF RESTAURANT BRANDS INTERNATIONAL INC. (“RBI”), RESTAURANT BRANDS INTERNATIONAL LIMITED PARTNERSHIP (“RBILP”) AND THEIR SUBSIDIARIES AND AFFILIATES. YOU ARE REMINDED OF YOUR OBLIGATIONS TO KEEP ALL INFORMATION PROVIDED HEREIN **CONFIDENTIAL**. THEREFORE, YOU SHOULD NOT DISCLOSE THE CONTENTS OF THIS DOCUMENT TO ANYONE WITHOUT RBI WRITTEN APPROVAL.

In case of any discrepancy between parameters, data or any other standard or information between this document and the **Approved specifications in SPEQ**, the Approved specifications in SPEQ must always prevail.





## RBI QA Sensory Program

SPEQ use

1

**SPEQ**

Program

2



Scoring

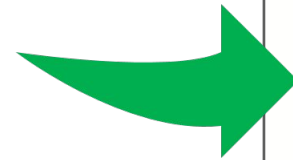
3






# SPEQ use

**SPEQ**



**rbi** restaurant brands international



Sign In

Username  
RBIDR013@bkglobal.corp.whopper.com

Password  
\*\*\*\*\*

Recordarme

Iniciar sesión

[Privacy Policy & Help](#)





# How to access SPEQ?

RBI SPEQ must be accessed via the following URL:

<https://speq.compliancemetrix.com>

The screenshot shows a login interface with the following elements:

- Username \***: A text input field.
- Password \***: A password input field.
- Remember me**: A checkbox option.
- OR**: A separator text.
- Access Code**: A text input field.
- Login**: A green button.
- [Forgot your password?](#): A link for password recovery.



Regional contact: [QA.LAC@rbi.com](mailto:QA.LAC@rbi.com) / [QA.EMEA@rbi.com](mailto:QA.EMEA@rbi.com) / [QA.APAC@rbi.com](mailto:QA.APAC@rbi.com) / [QA.NA@rbi.com](mailto:QA.NA@rbi.com)





# SPEQ main menu



1

2

3

4

5

6

7

8

9

STEP	INSTRUCTIONS
1 – Action Items	The user will be directed to this page when first logging in to the system. This will display pending tasks.
2 – Scorecard	This displays the scorecard for your facility. If you are aligned to multiple facilities, you will see the scorecard in the Facility record.
3 – Requests	This displays Approval Requests to view pending or completed Approval Requests in the system. This also includes the Change Request activator.
4 – Commodities	This displays your facility’s approved commodities and commodities pending approval.
5 – Quality	This displays the Facility Audits, Incidents (Cases and CARs) and Commodity Evaluations (audits, certifications, lab/sensory data) activators
6 – Providers	This displays the Contacts activator that displays the contacts for your organization
7 – Documents	This displays the General Documents such as RBI manuals, user guides, including the RBI SPEQ V.2 Job Aid document.
8 – Facility	This displays your Facility information such as physical address, facility volume, contacts, Raw Material Suppliers, Quality (audits, certifications, lab/sensory data), activity tracking (for distributors), scorecard, etc.
9 – Corporation	This displays the information details and contact information for your Corporation.





# SPEQ Action Items

This page will display all pending and outstanding action items that are pending your action or tasks assigned to your organization that are assigned to another user. You may also have the option to reassign a task to you from another user.

### Action Items

Filter Page By: **Assigned To Me** **1** Assigned to Me displays tasks that are pending your action. You may also select "All Action Items" to display pending action items for your organization.

#### Overdue Action Items

**2** You have no overdue action items at this time. Overdue action items will display here.

#### Open Action Items

You can view action items for a specific module, such as Specification, Commodity Hub, Incidents, etc. RECOMMENDED to select the "Select All" options to view all pending tasks across the system.

**3**  Select All

- Approval Request
- Approved Product List
- Certification
- Corrective Action Plan
- Document
- Entity Management
- Facility Audits
- Incident Management
- Raw Material Supplier
- Specification

Action Item	Due Date
<b>4</b> <input type="button" value="OPEN"/> <small>VEGETABLE PROTEIN, FULLY COOKED (156398.R01.V00)</small> ingredients and Allergen section for has been requested from the Facility. [Ref: Foster Farms   Foster Farms - Compton   TACO-BEEF & TEXTURED]	-
<input type="button" value="OPEN"/> An FIQ Nutrition Information section for has been requested from the Facility. [Ref: Foster Farms   Foster Farms - Compton   TACO-BEEF & TEXTURED]	-

Show     1 - 2 of 2

**NOTE:** When viewing All Action Items, any task that is assigned to another user in user in your organization that you can also complete will display an "Assign to Me" button which will then assign the task for you to complete





# SPEQ specifications

**Specification Number:** 155516.R00.V01     
 **Commodity Name:** BEEF-PATTY, WHOPPER® (4.0 OZ)     
 **Created On:** 25/02/2015 03:30 p. m.     
 **Finalized**

**Type/Category:** Food/Beef     
 **Issue Date:** 22/08/2017 01:09 p. m.

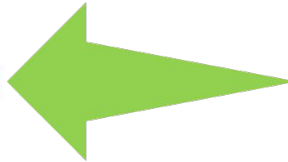
**RBI Brand:** Burger King     
 **Author:** Audrey Kreske

[Download ZIP](#)     
 Last Generated: 29/04/2021 08:40 a. m.

Create new  from this Specification

- Product Specification
  - Specification Header
  - + Product Formulation
  - + Processing Control Points
  - Finished Product Standards
  - + Packaging Information
  - Storage and Shelf Life
  - + Nutritional Information
  - Risk Level

- Product Specification
- [Specification Header](#)
- [Product Formulation](#)
- [Processing Control Point](#)
- [Finished Product Standards](#)
- [Packaging Information](#)
- [Storage and Shelf Life](#)
- [Nutritional Information](#)
- [Risk Level](#)







# SPEQ Documents

## Documents

### All Documents

All 24661 RBI QA Program 41 Resources 6378 Active Legal Documents 9932 Legal Documents Pending Review 10 Active Facility Documents 3533 Facility Documents Pending Review 0



PROPIEDADES TIPO VALOR(ES) GUARDA FILTRO APLICADO

Name tiene LIP5021\_RBI Tomato Mani

+ Añada Propiedades Aplicar un filtro Quita los valores

Guardar como Name tiene LIP5021\_RBI Tomato Manual v5.0.pdf\_Filter1

Hacer esto el filtro predeterminado Guardar

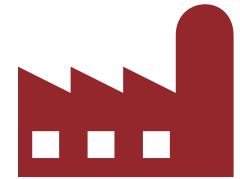
Filtro(s) aplicado(s): "Name" tiene "LIP5021\_RBI Tomato Manual v5.0.pdf".

Name	Description	File	Type	Brand	Region
<a href="#">OPEN</a> LIP5021_RBI Tomato Manual v5.0.pdf	LIP5021_RBI Tomato Manual	LIP5021_RBI Tomato Manual v5.0.pdf	General Documents Facility	Burger King	Latin America and the Caribbean





# Goals of RBI Sensory Program



Guest expectations



Specification



RBI Lab



Facility

Guest <> Spec

Guest Centric

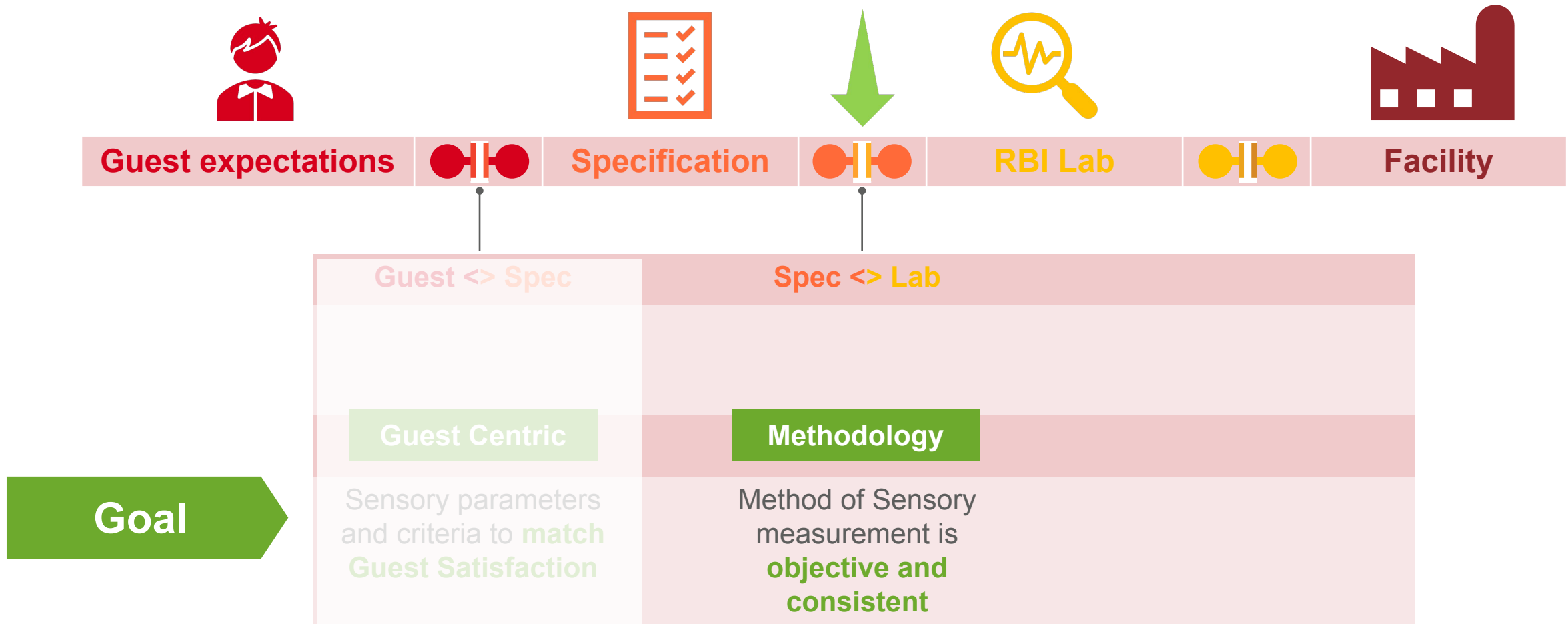
Sensory parameters and criteria to **match** Guest Satisfaction

Goal



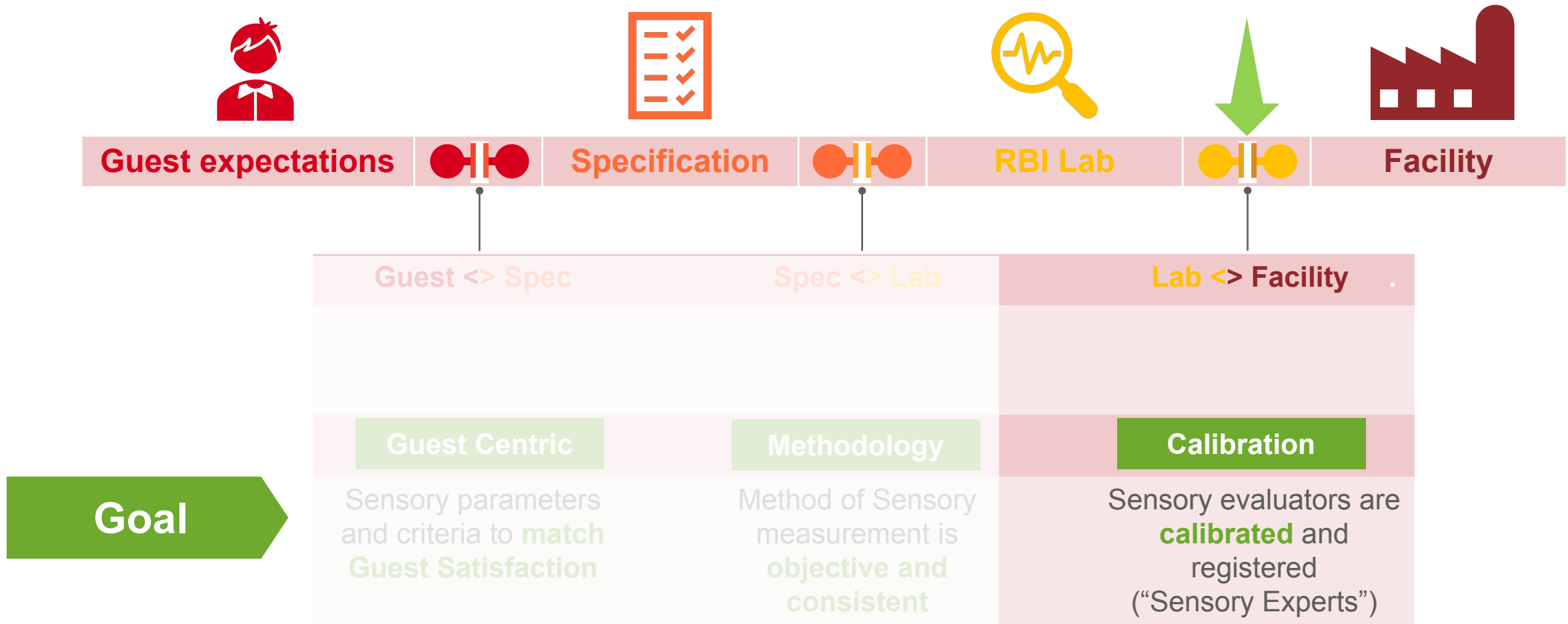


# Goals of RBI Sensory Program



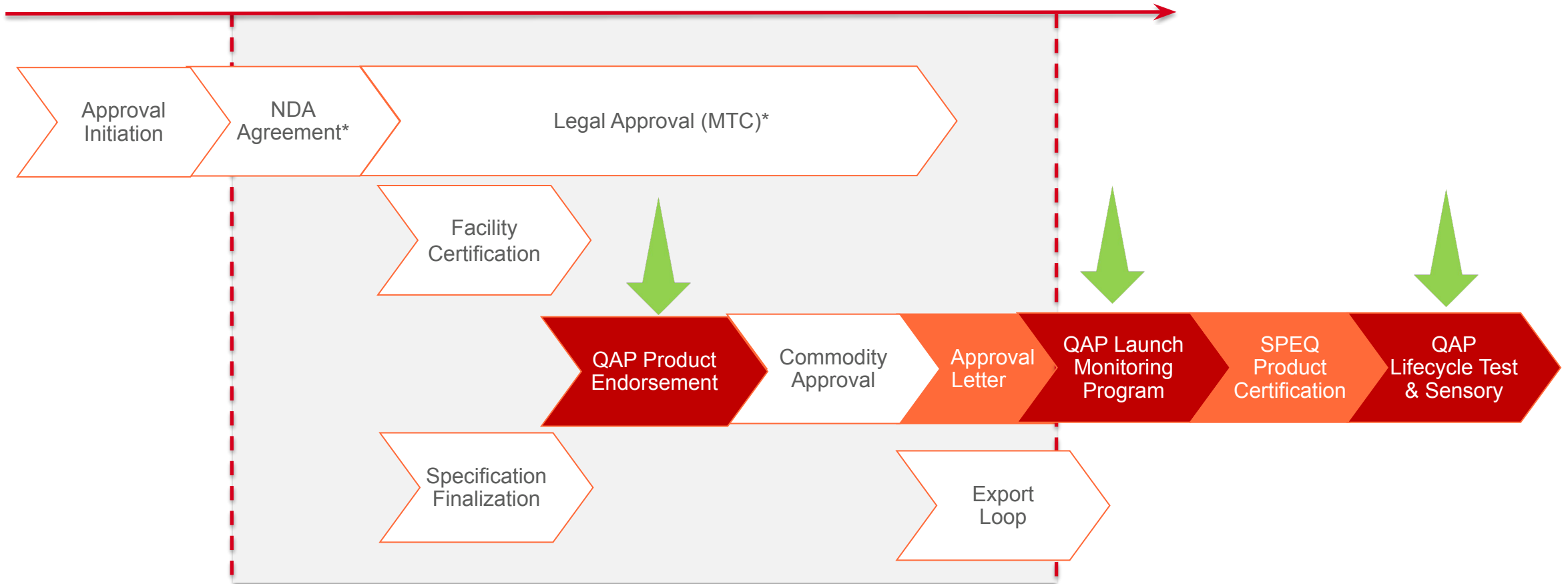


# Goals of RBI Sensory Program





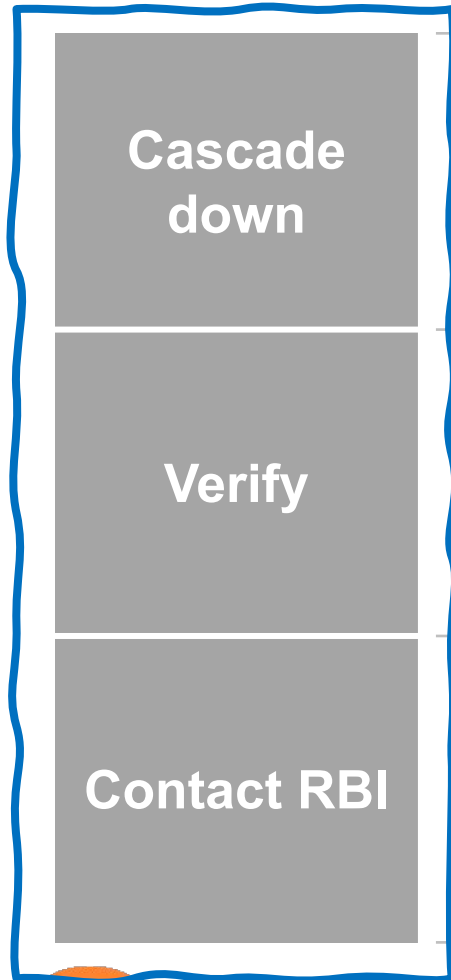
# Where Sensory Evaluation fits in RBI QA Program





# Supplier's "Sensory Expert" registered in SPEQ

- Each Commodity in SPEQ will have at least a Supplier's "Sensory Expert" registered as calibrated who will be responsible to follow the below 3 main actions



- **Train** within Supplier's organization the team(s) performing Sensory evaluation of RBI products
- **Implement** the RBI approved SPEQ Specs and any other supportive material or guide for Sensory evaluations
- **Verify** that Supplier's team performing regular Sensory evaluation do **follow** the RBI approved SPEQ Specs and any other supportive material or guide for Sensory evaluations
- In case of doubt regards Sensory evaluation materials please **contact** your RBI QA representative





# “Sensory Expert” registered in SPEQ

The screenshot displays the RBI QA system interface. At the top left is the RBI logo (restaurant brands international). A navigation bar contains links for Action Items, Facilities, Requests, Commodities, Quality, Providers, Documents, and Corporation. The current page is titled "Commodity Hub: In Progress > : Sensory Calibration".

Below the navigation bar, there are tabs for Commodity Hub, Summary, Summary by Country, QAP, Label & Graphics, and Sensory Calibration. The Sensory Calibration tab is active.

Key information displayed includes:

- Vendor Code: 38870
- Approval Request# 44526
- Specification: TEA POWDER, THAI MILK, NESTLE (#174203.R00.V00)
- Facility: Purchaser Option (#00000)
- Region: APAC
- Brand: Burger King
- Approval Date: n/a
- Target Approval Letter Date: 10/13/2021
- Target Approval Days: 35

On the right side, the status is shown as:

- Commodity Hub Status: ▲ In Progress
- Calibration Status: ▲ Not Calibrated

Below this information is a section titled "Sensory Expert" with a table. A green arrow points to the "Sensory Calibration" tab, and another green arrow points to the "Calibration Status" indicator.

Full Name	Email	Sensory Expert Validation	Vendor Code	Commodity Calibration Status	Sensory Expert To Commodity
Jennifer.smith@bestbeef.com		Validated	<input type="button" value="View"/> 25408	Calibrated	<input type="button" value="Update"/> Calibrated

At the bottom left is the Burger King logo. At the bottom right is a home icon.





# What do I need to perform Sensory evaluation?



SPEQ Specifications



+ Attributes & Defects

+ Visual Product Guides



+ Evaluation Records



+ Corrective Action Report







# Sensory attributes

The sensory scoring utilizes a nine (9) point scoring guide when assessing samples attributes

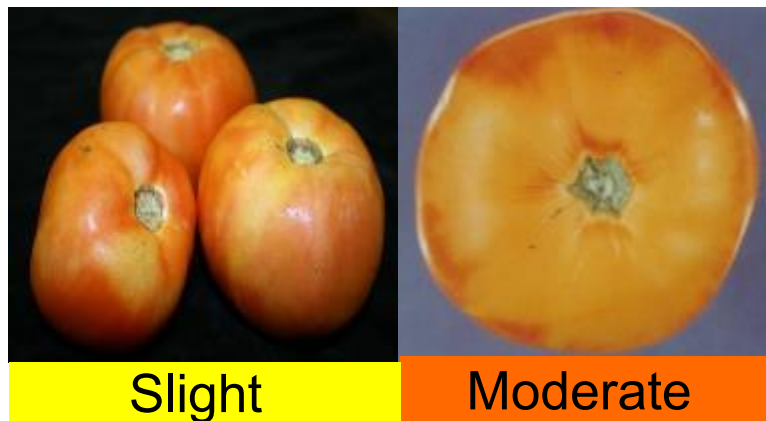
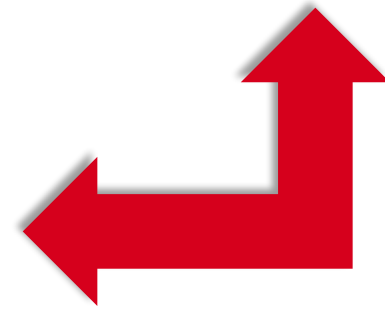
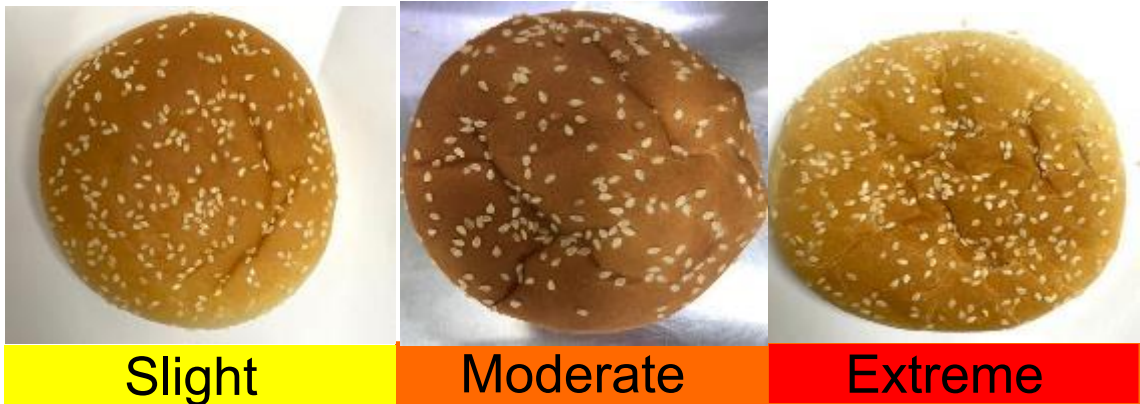
Attribute deviation	SCORING RANGE								
	1	2	3	4	5	6	7	8	9
	Failed	***	Needs improvement	***	Bordeline	***	Good	***	Target/ gold standard
None									X
Very slight							X	X	
Slight					X	X			
Slight to moderate				X	X				
Moderate to extreme		X	X						
Extreme	X								





# Severity level of defects

- According to the severity level of the defect, we categorize based on the following 3 tiers (Slight, Moderate and Extreme)





# How do we score?

## SPEQ Specifications Required Attributes & Defects

BEEF PATTIES	Required Attributes		Observed Defects		Score
Appearance (Frozen)	<ul style="list-style-type: none"> <li>Clean Edges</li> <li>Consistent Thickness</li> <li>Even and Consistent Perforations of Adequate Depth</li> <li>Flat</li> <li>Round</li> </ul>		<ul style="list-style-type: none"> <li>Lipping</li> <li>Meat Droppings</li> <li>Notching</li> <li>Ragged Edges</li> <li>Shallow Perforations</li> </ul>		<ul style="list-style-type: none"> <li>Smearing</li> <li>Too Homogeneous</li> <li>Uneven Fat Dispersion</li> <li>Wedging</li> </ul>
Appearance (Cooked)	<ul style="list-style-type: none"> <li>Consistent Thickness</li> <li>Minimal Fill Slot Ridges</li> <li>Round or Slightly Oval</li> </ul>		<ul style="list-style-type: none"> <li>Cupping</li> <li>Excess Ovaling (&gt; 0.75")</li> <li>Fill Slot Hump</li> </ul>	<ul style="list-style-type: none"> <li>Lipping</li> <li>Notching</li> <li>Ragged Edges</li> </ul>	<ul style="list-style-type: none"> <li>Smearing</li> <li>Too Homogeneous</li> <li>Wedging</li> </ul>
Color	<b>Internal</b> <ul style="list-style-type: none"> <li>Brown with Slight Gray</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>Brown with Slight Reddish / Gray Hue (Which Will Dissipate)</li> <li>Dark Brown to Black Char Markings (Approximately 0.5" Apart)</li> </ul>	<b>Internal</b> <ul style="list-style-type: none"> <li>No Pinking</li> </ul>	<b>External</b> <ul style="list-style-type: none"> <li>Discontinuous Grill Marks</li> <li>Excess Charring of Outer Edge</li> </ul>	
Aroma	<ul style="list-style-type: none"> <li>Charbroiled Beef</li> <li>Cooked Beef</li> <li>Tallow</li> </ul>		<ul style="list-style-type: none"> <li>Excess Charbroiled</li> <li>Gas (Propane)</li> <li>Low Beef</li> <li>Low Charbroiled</li> </ul>	<ul style="list-style-type: none"> <li>Low Tallow</li> <li>Off Aromas</li> <li>Old Beef</li> </ul>	<ul style="list-style-type: none"> <li>Rancid</li> <li>Sour</li> <li>Warmed Over Meat Odor</li> </ul>
Flavor (Place char side on tongue)	<ul style="list-style-type: none"> <li>Beef Tallow</li> <li>Distinct Charbroiled Beef Flavor</li> <li>Ground Beef</li> </ul>		<ul style="list-style-type: none"> <li>Bitter</li> <li>Bloody</li> <li>Excess Charbroiled</li> <li>Gas (Propane)</li> </ul>	<ul style="list-style-type: none"> <li>Low Beef</li> <li>Low Charbroiled</li> <li>Low Tallow</li> <li>Old Beef</li> </ul>	<ul style="list-style-type: none"> <li>Rancid</li> <li>Raw</li> <li>Sour</li> <li>Warmed Over Meat Flavor</li> </ul>
Texture	<ul style="list-style-type: none"> <li>Firm</li> <li>Granular Piece Identity</li> <li>Moist</li> </ul>		<ul style="list-style-type: none"> <li>Bone</li> <li>Cartilage</li> <li>Chewy</li> </ul>	<ul style="list-style-type: none"> <li>Dry</li> <li>Grainy</li> <li>Gristle</li> </ul>	<ul style="list-style-type: none"> <li>Rubbery</li> <li>Soft / Mushy</li> <li>Tough</li> </ul>
<b>Overall</b>					

## Sensory Score for each Sensory section and Overall Score

1 to 9

1 to 9

1 to 9

1 to 9

1 to 9

1 to 9

1 to 9





# What to do with the Sensory Scores?

- Depending on the Overall Score the required actions will follow the following 3 tiers

<b>1</b>	<b>2</b>	<b>3</b>
Failed	*****	Needs Improvement

**Reject** production batch, intensified testing in next Product run

<b>4</b>	<b>5</b>	<b>6</b>
*****	Borderline	*****

**Need to investigate** and improve the attribute for the next Production run

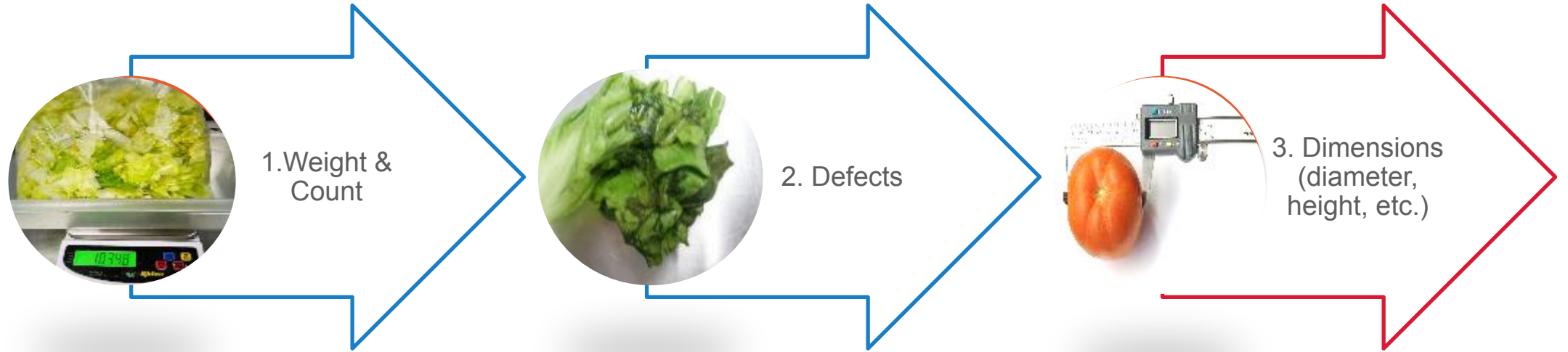
<b>7</b>	<b>8</b>	<b>9</b>
Good	*****	Target / Gold Standard

But an individual Sensory parameter is scored “Yellow”. Need to investigate and improve the attribute for the next Production run

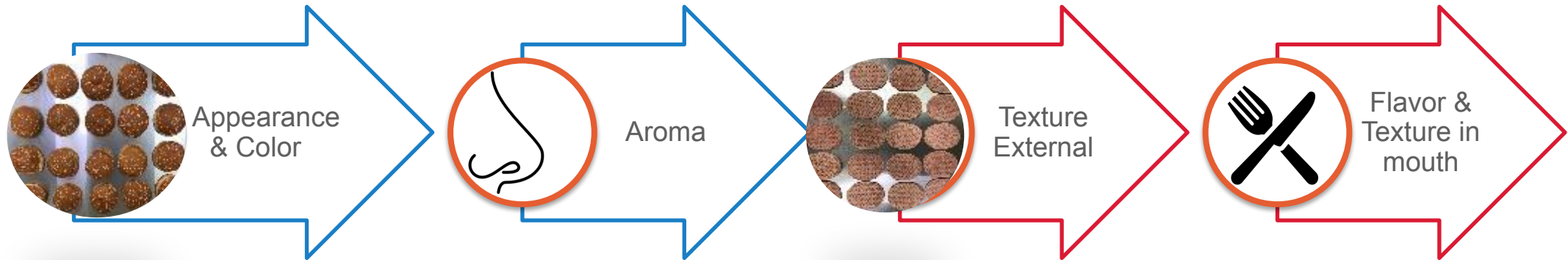


# How to perform sensory and physical evaluations?

## I. Physicals



## II. Sensory



RBI QA  
Training

BK BUNS



# Disclaimer

---

**IMPORTANT:** THE CONTENT OF THIS DOCUMENT IS MATERIAL, NON-PUBLIC INFORMATION OF RESTAURANT BRANDS INTERNATIONAL INC. (“RBI”), RESTAURANT BRANDS INTERNATIONAL LIMITED PARTNERSHIP (“RBILP”) AND THEIR SUBSIDIARIES AND AFFILIATES. YOU ARE REMINDED OF YOUR OBLIGATIONS TO KEEP ALL INFORMATION PROVIDED HEREIN **CONFIDENTIAL**. THEREFORE, YOU SHOULD NOT DISCLOSE THE CONTENTS OF THIS DOCUMENT TO ANYONE WITHOUT RBI WRITTEN APPROVAL.

In case of any discrepancy between parameters, data or any other standard or information between this document and the **Approved specifications in SPEQ**, the Approved specifications in SPEQ must always prevail.





# RBI QA TRAINING BK BUNS



**Rounded Seeded Buns**



**Specialty Bun**





# Training Module Rounded Seeded Buns



1

Introduction

## Physicals sections

2.1

Samples preparation

2.2

Tools &  
Equipment

2.3

Physical  
Measurements

## Sensory sections

3.1

Samples preparation

3.2

Tools &  
Equipment

3.3

Appearance

3.4

Texture

3.5

Aroma

3.6

Flavor





# Introduction

There are two Golden Buns in the System that will be explained in the following session:

- **BUN-5" SEEDED, BK Frozen and fresh**
- **BUN-4" SEEDED, BK Frozen and fresh**

The main difference between them is the size, so the physical dimensions are different, **but the physical potential defects and sensory assessment is the same for both buns.**





# Introduction



**WHOPPER®**

**Bun 5" SEEDED**



**BURGER**

**Bun 4" SEEDED**

## Usage at Restaurant Level

- Storage at ambient temperature 10 to 32°C (If the bun is Frozen, Thaw the product following the specifications)
- Avoid direct sunlight and high humidity places
- Store away from air flows
- Toast the bun before serving
- Ensure the pillow pack is properly closed once is opened.

## Holding and Service

- Fresh: Shelf life: 5 days - ambient temperature 10 to 32°C
- Frozen:
  - Shelf life at frozen conditions: 90 Days (-18°C)
  - Thawing time: 12h
  - Shelf life after thawing: 60 hours





# Introduction

## Critical Parameters for Functionality of the Commodity

- Ensure the temperature (during the whole supply chain and storage is between 10-32°C ) of the room is between 10-32°C
- For frozen buns ensure the temperature of the freezer is -18°C
- Shelf life must be followed as defined in the specification
- Minimum cookout temperature is 60°C.
- Ensure the Toaster is ready to use and with the correct settings and is an RBI approved model:
  - Round UP -2D
  - Prince Castle -3C



# Physicals Samples preparation



Pillow pack

## Preparation of samples for Physical evaluation

- 6 buns picked randomly from the pillow pack
- Make sure all the required equipment is calibrated



# Physicals Tools & Equipment



## Required Measuring Tools and Equipment for the physical evaluation

- **Weight:** Calibrated Digital scale
- **Diameter, total height and heel height:** Digital caliper
- **Baking Color Measurement:** Minolta BC-10 Color Meter





# Physical evaluation methodology

	4" and 5" bun
Parameters tested	<ol style="list-style-type: none"><li>1. Weight</li><li>2. Overall height</li><li>3. Heel height</li><li>4. Shape (diameter)</li><li>5. Crown color</li><li>6. Heel color</li></ol>
Sample size	6 buns
Maximum score	60
Calculation of final score (out of 100 points)	$X = (\text{Result in the table} * 100) / 60$
Minimum score to PASS	45/100 for 4" and 5" Buns

- Each parameter can have a maximum score of 10 points
- Points will be deducted on each parameter based on out of specifications (OOS)
- Final score is reported based on a total of 100 points



# Scoring method-4” and 5”

BURGER KING 5" BUN SCORING REPORT						REF	
Scoring date:		#REF!					
Attribute	Specification Ideal	Possible Defects	Possible Penalty	Ideal Score	Your Score	Deduct	
1	Weight	87 - 92 for each bun	Average	49,92	In range: No deduction 3 out of range -5 points more out of the range -10 points	10	10
			Over	0			
			Under	6			
2	Overall Height	44,5 - 52 mm	Average	50,57	In range: No deduction 3 or more, all points	10	0
			Over	2			
			Under	0			
3	Heel Height	16,5 - 20,3 mm	Average	20,00	In range: No deduction 3 or more, all points	10	0
			Over	0			
			Under	0			
4	Shape	Diameter 116,8 mm - 129,5 mm outside edge to outside edge. Even, symmetrical and round.	Average	94,50	In range: No deduction 3 out of range -5 points more out of the range -10 points	10	10
			Over	1			
			Under	5			
5	Crown Colour	Range 3,2 - 3,7	BCU in range	3,52	No deduction	10	0
			Out of Range		All points		
6	Heel Colour	Range 3,2 - 3,6	BCU in range	3,5	No deduction	10	0
			Out of Range		All points		
<b>Total Score</b>				<b>60</b>			

$$X = (\text{Result in the table} * 100) / 60$$







# Physical measurements

2.3.1

Weight

2.3.2

Diameter

2.3.3

Height

2.3.4

Heel Height

2.3.5

Baking Color  
Measurement

## Important Note!

In the following section we will explain the methodology for the Physical measurements for the 4" and 5" Seeded buns.

However, the dimension limits are different for each commodity, so please check in SPEQ the specification before starting the evaluation



# Physicals – Unit Net Weight

- BUN 4" SEEDED

Min: 52 g

Target: 54 g

Max: 58 g

- BUN 5" SEEDED

Min: 87 g

Target: 89 g

Max: 91 g



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

Weight 6 units and calculate the average

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information



# Physicals – Diameter

## • BUN 4" SEEDED:

**Min:95mm**    **Target:102mm**    **Max:105mm**

## • BUN 5" SEEDED:

**Min:116,5mm**    **Target:127mm**    **Max:130mm**



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Use a digital caliper and take the bun on the widest part

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information



# Physicals –Height

- BUN 4" SEEDED

Min:44mm

Target:48mm

Max:52mm

- BUN 5" SEEDED

Min:44mm

Target:47mm

Max:52mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Using the depth measuring blade of the digital caliper measure the Height of the bun. Introduce the blade in the center of the bun

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information





# Physicals – Heel Height

- BUN 4" SEEDED

**Min: 16mm**

**Target: 18mm**

**Max: 20mm**

- BUN 5" SEEDED

**Min: 6mm**

**Target: 8 mm**

**Max: 10 mm**



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Using the depth measuring blade of the digital caliper measure the heel Height in the center of the heel

## Criteria for Scoring and Action

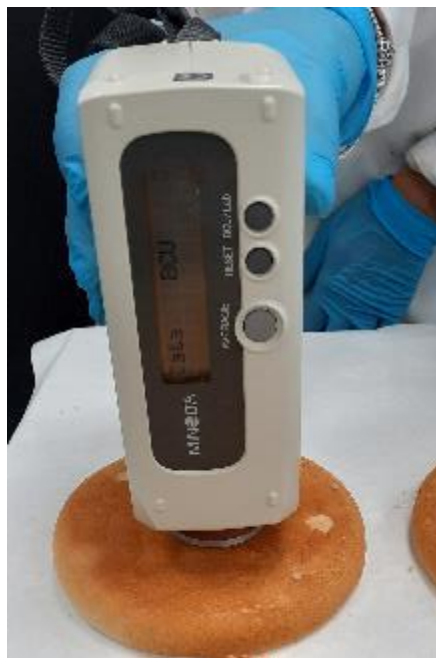
- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information





# Physicals – Baking Color

	Min	Target	Max
Crown	3,3 BCU	3,5 BCU	3,7 BCU
Heel	3,2 BCU	3,4 BCU	3,6 BCU



## Sample Size

- 6 buns picked randomly from the pillow pack.

## Method of measurement

- Minolta BC-10 Color Meter (BCU Value- Baking Contrast Units)
- 2 Readings per Bun. Crown and Heel.

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information





# Samples preparation



## Preparation of samples for sensory evaluation:

1. Select One pillow pack picked randomly
2. Put the buns in a plastic tray to start the sensory assessment
3. Use 6 buns to evaluate the organoleptic properties of the sample
4. Toast 6 of the buns randomly selected from the pillow pack to evaluate the appearance after toasting



# Tools & Equipment



## Required Measuring Tools and Equipment for the sensory evaluation

- Plastic tray
- RBI approved Toaster





# Sensory BUNS

3.3

Appearance

3.4

Texture

3.5

Aroma

3.6

Flavor





# Appearance



## Sample Size

- One pillow pack

## Method of measurement

- Visual analysis
- The product must be as the specification with the minimum defects

## Criteria for Scoring and Action

- 9 Points Scale for sensory evaluations.

1	2	3	4	5	6	7	8	9
Failed	*****	Needs Improvement	*****	Borderline	*****	Good	*****	Target / Gold Standard



# Appearance Defects

2.4.1

Shape Defects

2.4.2

Crown Defects

2.4.3

Heel Defects



# Shape defects

## MODERATE DEFECT



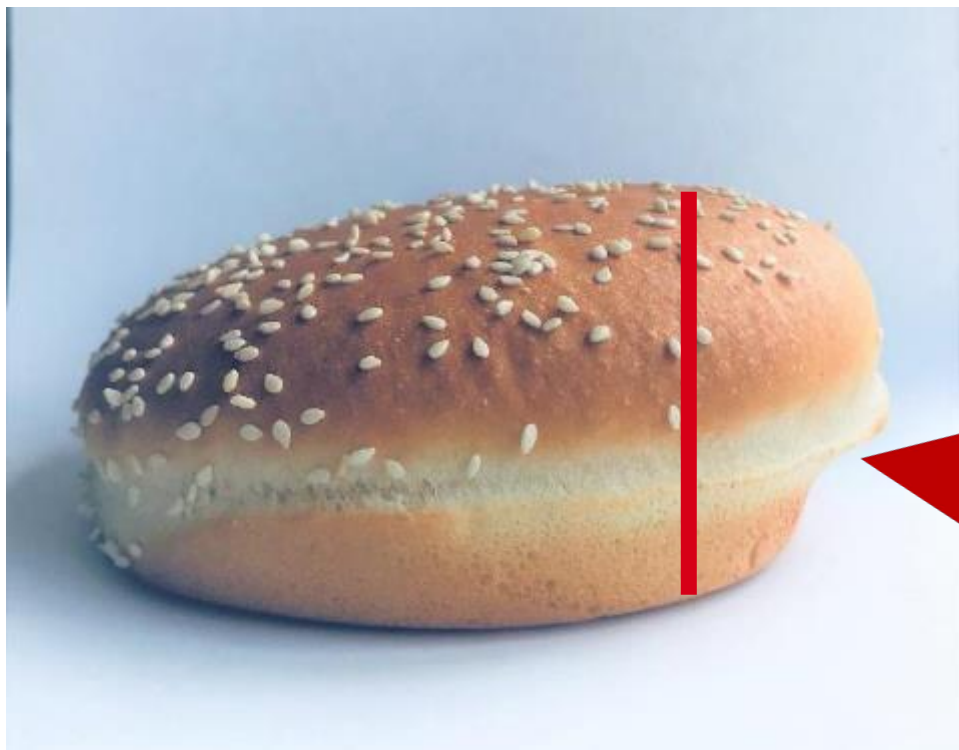
## Misshapen

- Misshapen buns are buns with bad symmetry. Buns shall not be out of round by more than 12,7 mm length to width.

**Misshapen Bun, is not rounded and symmetrical.**

# Crown defects

## MODERATE DEFECT



## Slopped crown

- The peak height of the crown is not in the center of the bun

**The peak height of this bun is in the side.**



# Crown defects

## MODERATE DEFECT



### Blisters

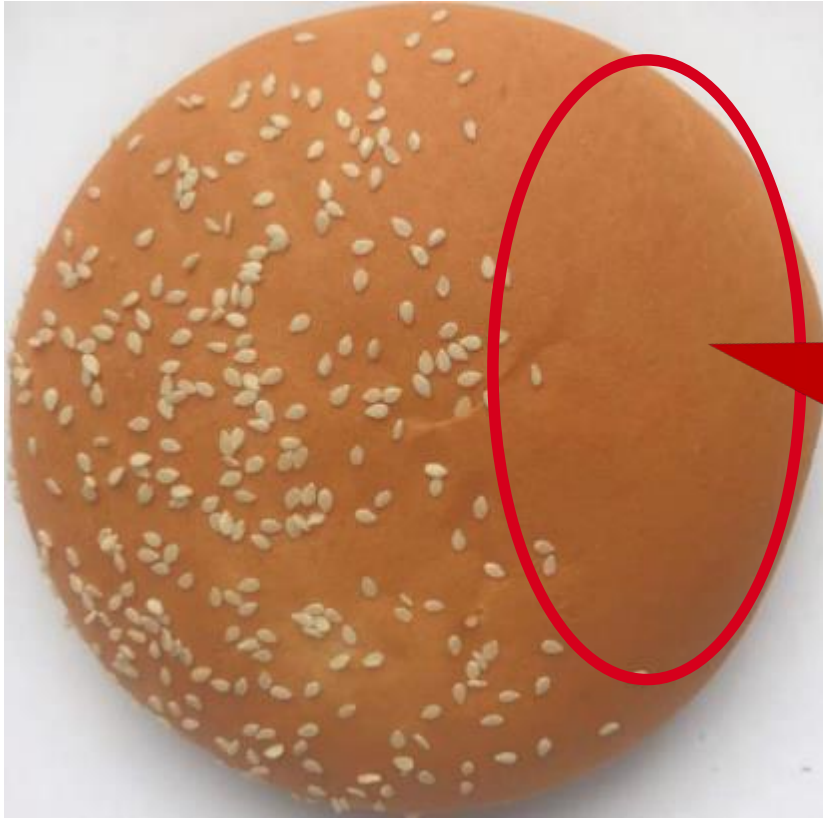
- Darker areas of the bun, similar to bubbles, caused during fermentation (10 mm or more)

**Blister bigger than 10 mm**



# Crown defects

## EXTREME DEFECT



### Seeding Voids

- Sesame seeds missing in some areas of the bun surface

**This area of the bun  
doesn't present any seeds**



# Crown defects

## MODERATE DEFECT



### Wrinkles

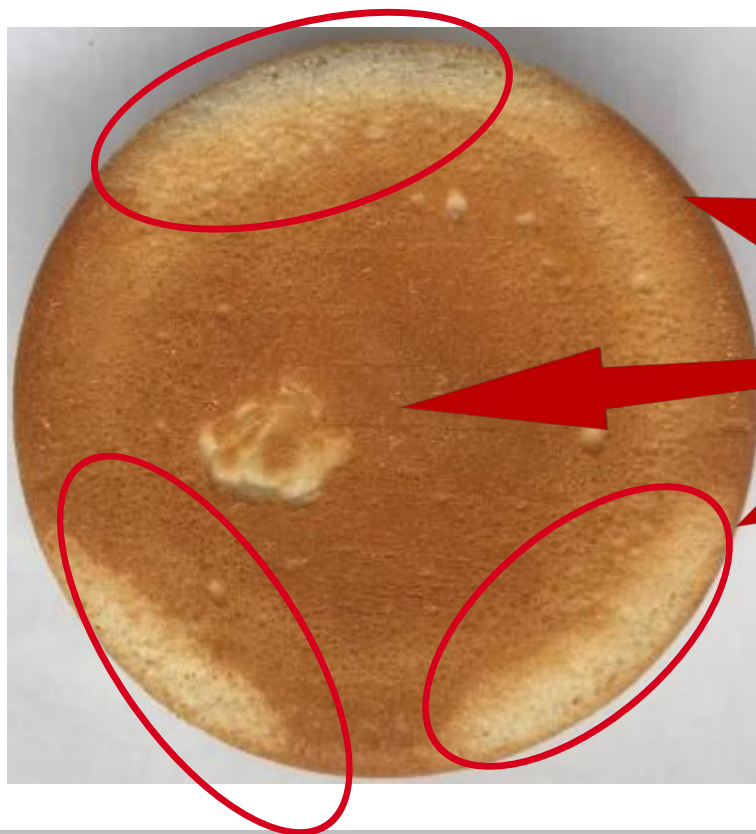
- Creased areas that can be on the surface of the crown





# Heel defects

## MODERATE DEFECT



### Sanded Heel

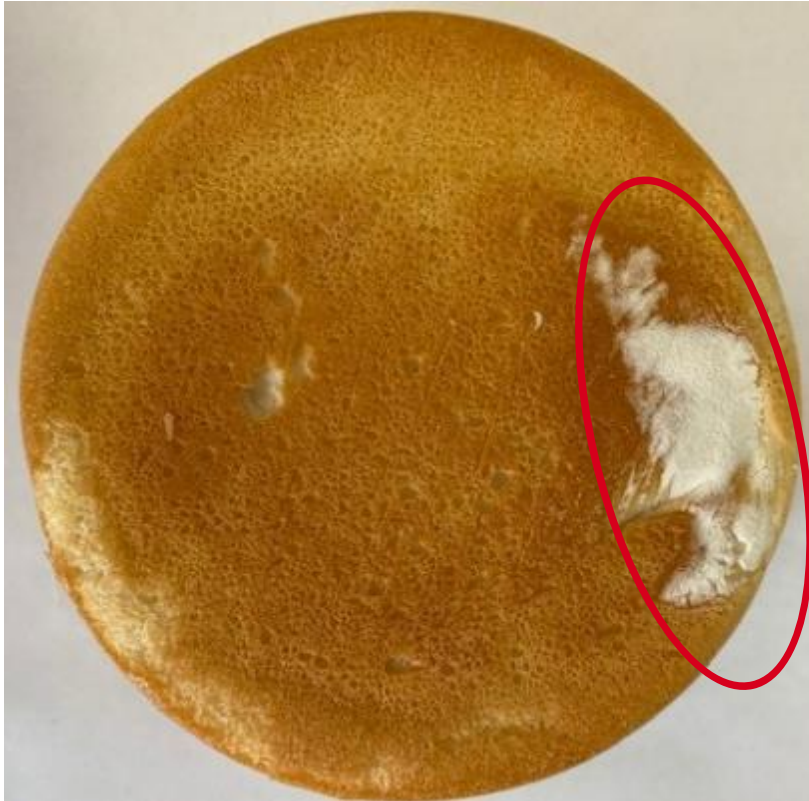
- Scraped off areas in the heel sides and bottom,

**Scraped areas**



# Heel defects

## MODERATE DEFECT



### Flour on Heel

- No flour area greater than 25-30 mm is accepted

**Flour area bigger than 30 mm**

# Color

**NON ACCEPTABLE  
LIGHT**



**TARGET  
GOLDEN BROWN**



**NON ACCEPTABLE  
DARK**



## Sample Size

- One pillow pack

## Method of measurement

- Visual analysis

## Criteria for Scoring and Action

9 Points Scale for sensory evaluations.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
Failed	*****	Needs Improvement	*****	Borderline	*****	Good	*****	Target / Gold Standard



# Color defects

## MODERATE DEFECT



### White ring

- Lighter areas on the edges of the heel
- No heel shall exhibit white crescent on more than 1/3 of the total circumference



# Color defects

## MODERATE DEFECT



### White edges

- White area in the buns circumference that can be variable in intensity



# Color defects

## MODERATE DEFECT



## Blotchy Appearance

- White spots and irregular color in the surface of the crown.



# Toasted Appearance

**NON ACCEPTABLE  
LIGHT**



**TARGET  
GOLDEN BROWN**



**NON ACCEPTABLE  
DARK**



## Sample Size

- 6 buns- Randomly picked

## Method of measurement

- Visual analysis

## Criteria for Scoring and Action

9 Points Scale for sensory evaluations.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
Failed	*****	Needs Improvement	*****	Borderline	*****	Good	*****	Target / Gold Standard





# Visual Texture

## DESIRABLE ATRIBUTES

- Tight grain
- Tender Crust
- Moist.

## POTENTIAL DEFECTS

- Ragged
- Open Grain/Dry
- Holes







# Visual Texture- potential defects



Holes



Open grain/Dry



Ragged



# Texture in mouth

## DESIRABLE ATRIBUTES

- Resilient,
- Moist and tender with good body.
- Slightly chewy and slightly tough with a firm bite.

## POTENTIAL DEFECTS

- Too Soft (tooth pack)
- Brittle
- **Dry/Drumbling**
- Too tough, too chewy, or doughy or gummy





# Odor

## DESIRABLE ATRIBUTES

- Clean
- Fresh bread
- Baked flour
- Nutty notes

## POTENTIAL DEFECTS

- Stale
- Chemical
- Burnt
- Off odors
- Fermentation notes





# Flavor

## DESIRABLE ATTRIBUTES

- Crumb- Slightly sweet, fresh white bread flavor
- Sesame Seeds- Mildly toasted, nutty flavor.

## POTENTIAL DEFECTS

- Stale
- Chemical
- Burnt
- Sour
- rancidity
- off-flavors



# Training Module 7” Specialty Bun



1

Introduction

## Physicals sections

2.1

Samples preparation

2.2

Tools &  
Equipment

2.3

Physical  
Measurements

## Sensory sections

3.1

Samples preparation

3.2

Tools &  
Equipment

3.3

Appearance

3.4

Texture

3.1

Samples preparation

3.1

Samples preparation





# Introduction

The Golden Bun that will be explained in the following session is the following one:

- **BUN-SPECIALTY, BK Frozen and fresh**

The Specialty Bun consist in an oblong bun with a single split centered down the length of the bun.





**Long Chicken**

## Usage at Restaurant Level

- Storage at ambient temperature 10 to 32°C (If the bun is Frozen, Thaw the product following the specifications)
- Avoid direct sunlight and high humidity places
- Store away from air flows
- Toast the bun before serving
- Ensure the pillow pack is properly closed once is opened.

## Holding and Service

- Fresh: Shelf life: 5 days - ambient temperature 10 to 32°C
- Frozen:
  - Shelf life at frozen conditions: 90 Days (-18°C)
  - Thaw duration time: 12h
  - Shelf life after thawing: 60 hours





# Introduction

## Critical Parameters for Functionality of the Commodity

- Ensure the temperature (during the whole supply chain and storage is between 10-32°C ) of the room is between 10-32°C
- For frozen buns ensure the temperature of the freezer is -18°C
- Shelf life must be followed as defined in the specification
- Minimum cookout temperature is 60°C.
- Ensure the Toaster is ready to use and with the correct settings and is an RBI approved model:
  - Round UP 2D
  - Prince Castle 3C







# Physicals Samples preparation



Pillow pack

## Preparation of samples for Physical evaluation

- 6 buns picked randomly from the pillow pack
- Make sure all the required equipment is calibrated

# Physicals Tools & Equipment



## Required Measuring Tools and Equipment for the physical evaluation

- **Weight:** Calibrated Digital scale
- **Diameter, total height and heel height and Split (width + depth):** Digital caliper
- **Baking Color Measurement:** Minolta BC-10 Color Meter



# Physical evaluation methodology

	7" Specialty Bun
<b>Parameters tested</b>	<ol style="list-style-type: none"><li>1. Weight</li><li>2. Overall height</li><li>3. Heel height</li><li>4. Length</li><li>5. Width</li><li>6. Crown color</li><li>7. Heel color</li><li>8. Split (width + depth)</li></ol>
<b>Sample size</b>	6 buns
<b>Maximum score</b>	82
<b>Calculation of final score (out of 100 points)</b>	$X = (\text{Result in the table} * 100) / 82$
<b>Minimum score to PASS</b>	60/100 for 7" Buns

- Each parameter can have a maximum score of 10 points except the split, which maximum score is a 12.
- Points will be deducted on each parameter based on out of specifications (OOS)
- Final score is reported based on a total of 100 points





# Scoring method-Specialty bun

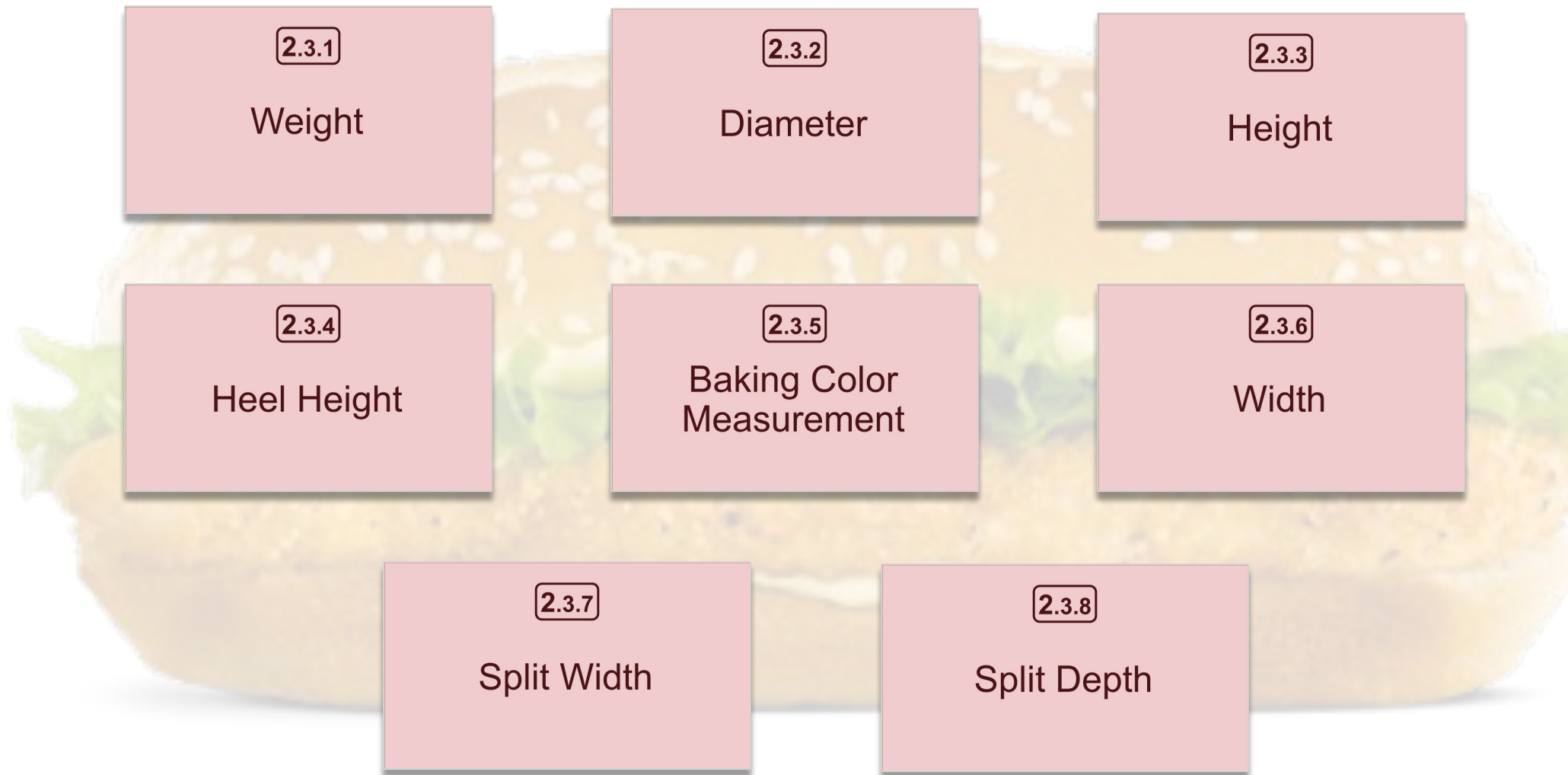
BURGER KING 7" SPECIALTY BUN SCORING REPORT							REF		
Scoring date:		24/06/2021	Date baked:				7371		
Attribute	Specification Ideal	Possible Defects		Possible Penalty	Ideal Score	Your Score	Deduc		
1	Weight	76,9 - 79 g for each bun	Average	75,12	In range: No deduction	10	10		
			Over	0	3 out of range - 5 points more out of the range - 10 points				
			Under	5					
2	Overall Height	44,5 - 57,2 mm	Average	49,99	In range: No deduction	10	0		
			Over	0	3 or more, all points				
			Under	0					
3	Heel Height	16,5 - 20 mm	Average	16,89	In range: No deduction	10	0		
			Over	0	3 or more, all points				
			Under	0					
4	Shape	Length 158,8 - 171,5 mm Width 57,2 - 69,9 mm Symmetrical with minimal to no sloping or tapering at ends	Average length	158,53	In range: No deduction	10	10		
			Over	0	3 out of range - 5 points more out of the range - 10 points				
			Under	3					
5			Average width	57,91	Average width	57,91	In range: No deduction	10	0
					Over	0	3 out of range - 5 points more out of the range - 10 points		
					Under	1			
6	Crown Colour	Range 3,2- 3,7	BCU in range	3,79	No deduction	10	10		
			Out of Range		All points				
7	Heel Colour	Range 3,2 - 3,6	BCU in range	2,5	No deduction	10	10		
			Out of Range		All points				
8	Split	Width 19,1-31,8 mm Split depth 1-7 mm Centered 6,3mm of crown center	Average width	25,47	In range: No deduction	12	0		
			Over	0	3 points deduction/≥ 3buns 2 points deduction/2buns 1 point deduction/1bun				
			Under	0				3 points deduction/≥ 3buns 2 points deduction/2buns 1 point deduction/1bun	
			Average depth	6,34	In range: No deduction				12
			Over	1	3 points deduction/≥ 3buns 2 points deduction/2buns 1 point deduction/1bun				
			Under	0				3 points deduction/≥ 3buns 2 points deduction/2buns 1 point deduction/1bun	
						1			
<b>Total Score</b>					<b>82</b>				

$$X = (\text{Result in the table} * 100) / 82$$





# Physical measurements





# Physicals – Unit Net Weight

Min: 76,9 g

Target: 78,4 g

Max: 79 g



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

Weight 6 units and calculate the average

## Criteria for Scoring and Action

- **PASSED:**  $\geq 60$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information
- **FAILED:**  $\leq 60$  points taking account all the physical parameters, Refer to the scoring criteria slide for more information





# Physicals – Length

Min:158,8 mm Target:165,8 mm Max:171,5 mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Use a digital caliper and take the bun on the widest part

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria



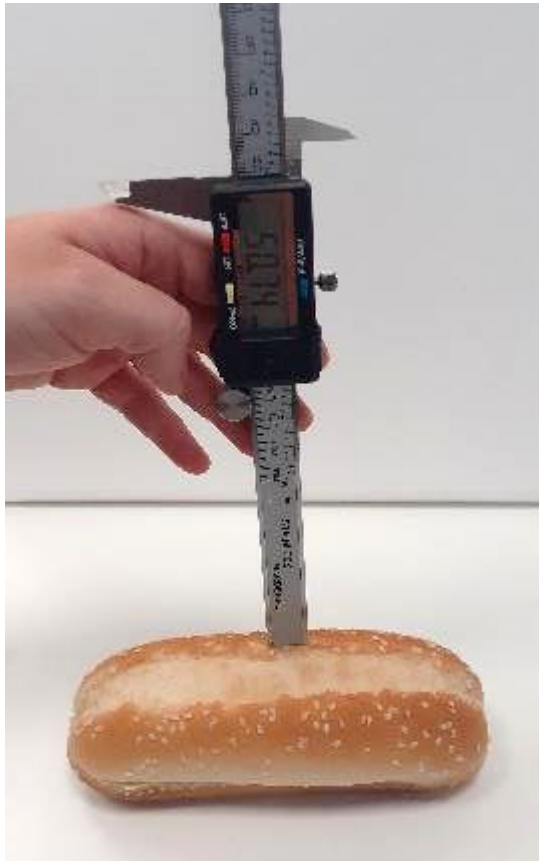


# Physicals –Height

Min: 44mm

Target: 48mm

Max: 52mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Using the depth measuring blade of the digital caliper measure the Height of the bun. Introduce the blade in the center of the bun

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria





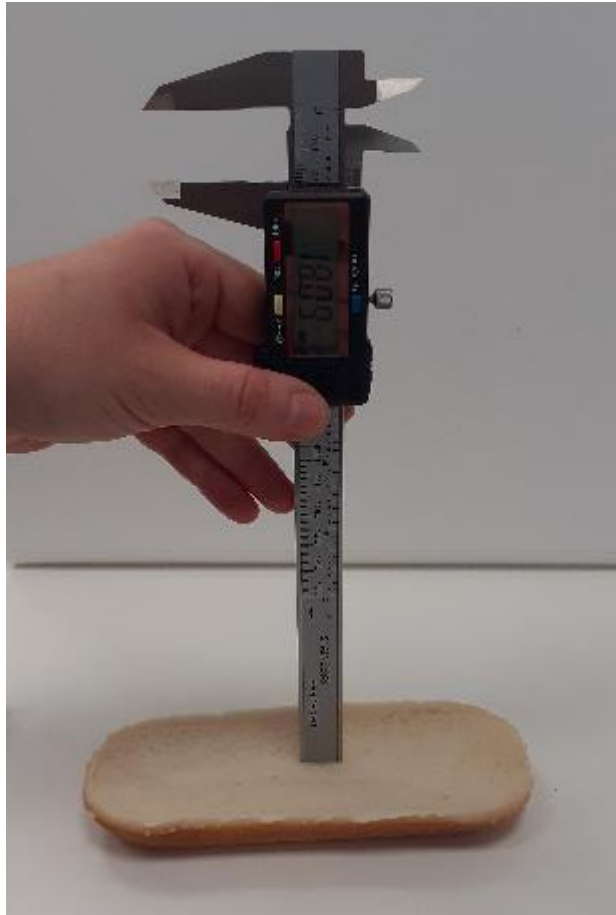


# Physicals – Heel Height

Min: 16mm

Target: 18mm

Max: 20mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Using the depth measuring blade of the digital caliper measure the heel Height in the center of the heel

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria



# Physicals – Split Width at Widest Point

Min: 19 mm Target: 25,4 mm Max: 31,7mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Use a digital caliper and take the bun on the widest part of the split

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria



# Physicals – Width

Min: 55,7 mm Target: 63,5 mm Max: 69,8mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

- Use a digital caliper and take the bun on the widest part of the bun

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria

# Physicals – Split depth

Min: 1 mm

Target: 1,1-6,9mm

Max: 7 mm



## Sample Size

- 6 buns picked randomly from the pillow pack

## Method of measurement

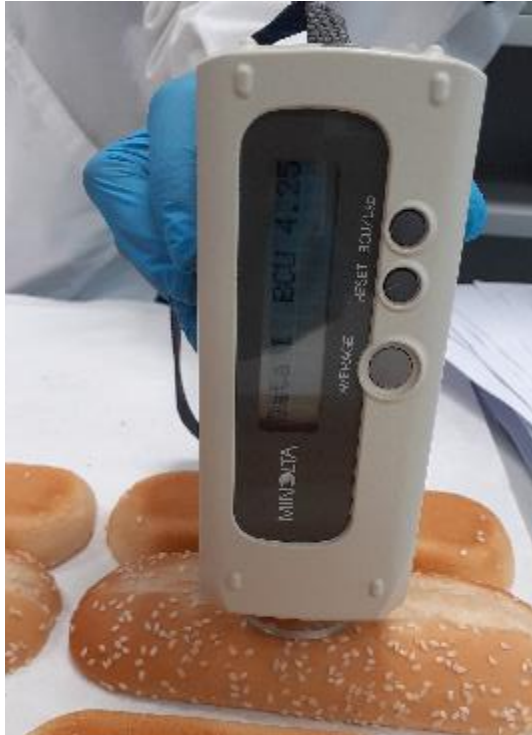
- Using the depth measuring blade of the digital caliper measure the difference between the Height of the crown and the height of the split.

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria

# Physicals – Minolta

	MIN	Target	MAX
Crown	3,3 BCU	3,5 BCU	3,7 BCU
Heel	3,2 BCU	3,4 BCU	3,6 BCU



## Sample Size

- 6 buns picked randomly from the pillow pack.

## Method of measurement

- Minolta BC-10 Color Meter (BCU Value- Baking Contrast Units)
- 2 Readings per Bun. Crown and Heel.

## Criteria for Scoring and Action

- **PASSED:**  $\geq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria
- **FAILED:**  $\leq 45$  points taking account all the physical parameters, Refer to the slide 16 for more information about the scoring criteria

# Samples preparation



## Preparation of samples for sensory evaluation:

1. Select One pillow pack picked randomly
2. Toast 6 of the buns randomly selected from the pillow pack.
3. Put the buns in a plastic tray to start the sensory assessment



# Tools & Equipment

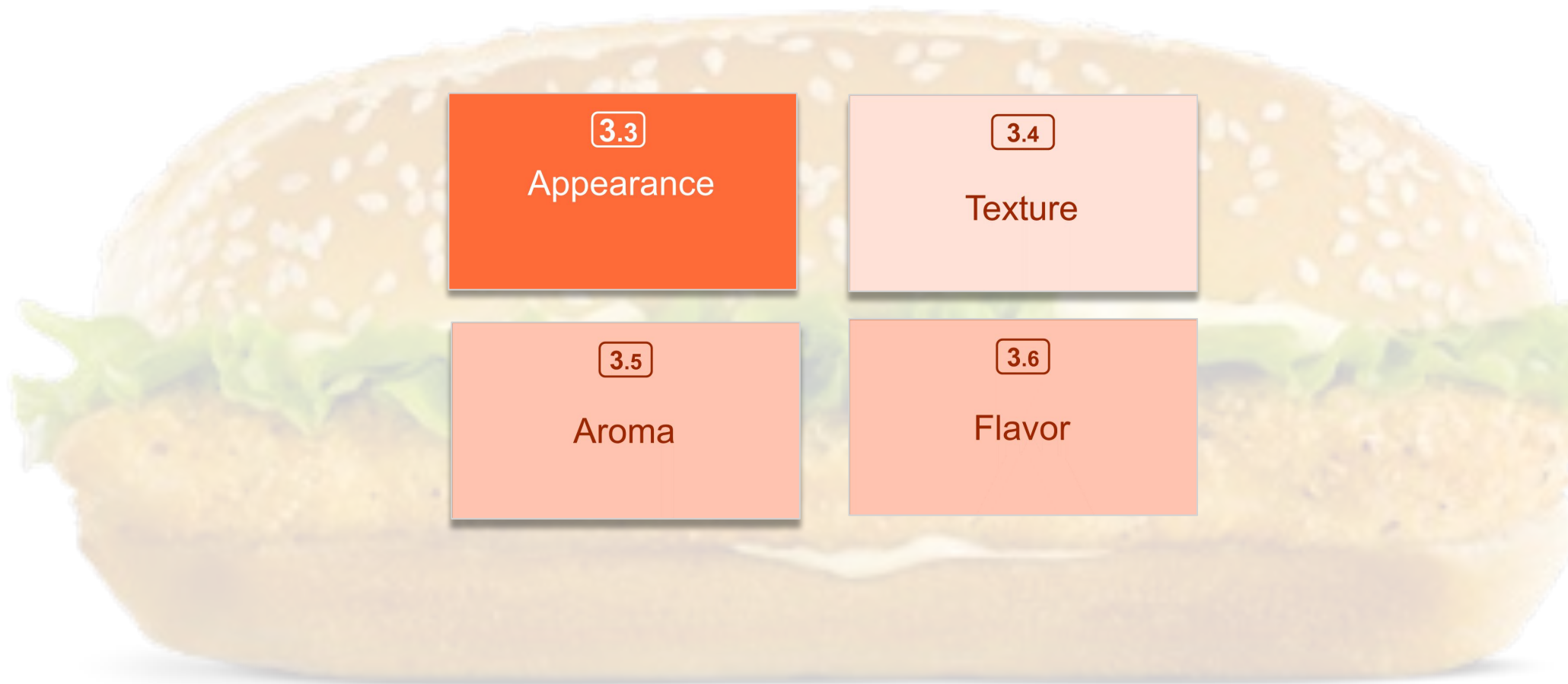


## Required Measuring Tools and Equipment for the sensory evaluation

- Plastic tray
- RBI approved Toaster



# Sensory BUNS



3.3

Appearance

3.4

Texture

3.5

Aroma

3.6

Flavor







# Appearance



## Sample Size

- One pillow pack

## Method of measurement

- Visual analysis
- The product must be as the specification with the minimum defects

## Criteria for Scoring and Action

- 9 Points Scale for sensory evaluations.

1	2	3	4	5	6	7	8	9
Failed	*****	Needs Improvement	*****	Borderline	*****	Good	*****	Target / Gold Standard

# Split Defects

**Moderate defect**



**Extreme Defect**



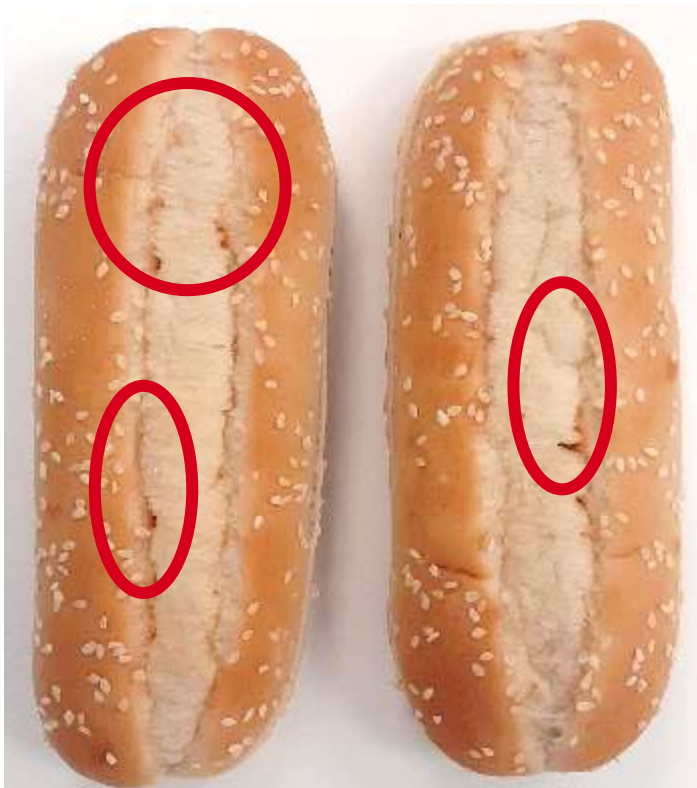
## Off Centered Split

- Split shall be centered and run the complete length of the crown



# Split Defect

## Slight Defect



## Burnt areas

- Burnt areas that commonly appear in the split edges.

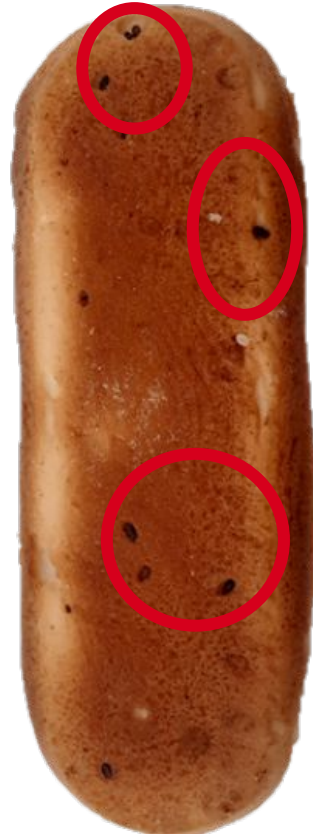


# Seeding defects

**Moderate defect**



**Slight defect**



## Seeding defects

- **Seeding voids:** Areas of 19 mm or more without sesame seeds- Moderate
- **Seeds on Heel:** The sesame seeds should be only in the crown surface of the bun - Slight



# Heel Defects

**Moderate defect**



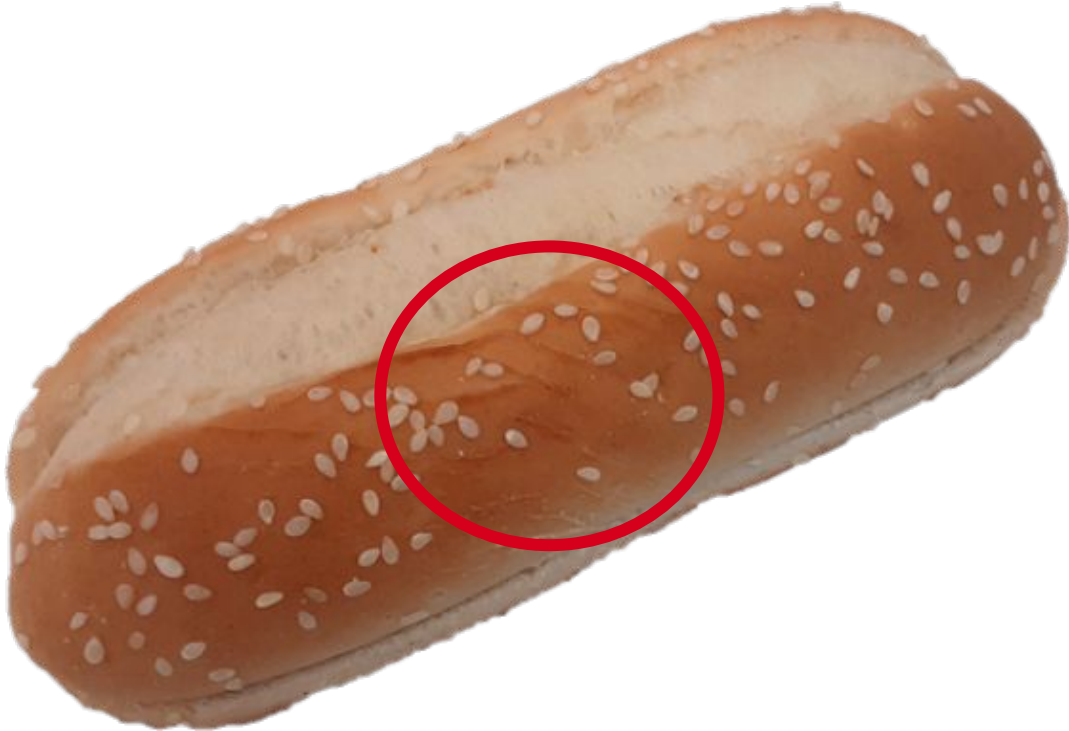
## Sanded Heel

- Scraped off areas in the heel sides and bottom,



# Crown defects

## SLIGHT DEFECT



## Wrinkles

- Creased areas that can be on the surface of the crown. The wrinkles of the Specialty bun has a characteristic appearance, which looks like a scratch.



# Crown defects

## Moderate defect



## Blisters

- Darker and big areas of the bun, caused during fermentation (10 mm or more)



# Critical defects



- Critical defects are not accepted:
  - Mold
  - Foreign material
  - Insects



# Color



## Sample Size

- One pillow pack

## Method of measurement

- Visual analysis

## Criteria for Scoring and Action

9 Points Scale for sensory evaluations.

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>
Failed	*****	Needs Improvement	*****	Borderline	*****	Good	*****	Target / Gold Standard





# Toasted Appearance

Slight Defect

Target

Moderate defect



Untoasted Areas

Dark toasting

## Sample Size

- 6 buns- Randomly picked

## Method of measurement

- Visual analysis

## Criteria for Scoring and Action

9 Points Scale for sensory evaluations.

1	2	3	4	5	6	7	8	9
Failed	*****	Needs Improvement	*****	Borderline	*****	Good	*****	Target / Gold Standard





# Visual Texture

## DESIRABLE ATTRIBUTES

- Tight grain
- Tender Crust
- Moist.
- Resilient when moderate finger pressure is applied

## POTENTIAL DEFECTS

- Ragged texture
- Open grain
- Holes





# Visual Texture- potential defects



Holes



Open grain/Dry



Ragged



# Texture in mouth

## DESIRABLE ATTRIBUTES

- Resilient,
- Moist and tender with good body.
- Slightly chewy and slightly tough with a firm bite.

## POTENTIAL DEFECTS

- Too Soft (tooth pack)
- Brittle
- **Dry/Drumbling**
- Too tough, too chewy, or doughy or gummy





# Odor

## DESIRABLE ATTRIBUTES

- Clean
- Fresh bread
- Baked flour
- Nutty notes

## POTENTIAL DEFECTS

- Stale
- Chemical
- Burnt
- Off odors





# Flavor

## DESIRABLE ATTRIBUTES

- Crumb- Slightly sweet, fresh white bread flavor
- Sesame Seeds- Mildly toasted, nutty flavor.

## POTENTIAL DEFECTS

- Stale
- Chemical
- Burnt
- Sour
- rancidity
- off-flavors



# Quiz Training Module “EMEA”

---

Training





# Sensory Training Quiz: Burger King Buns

---

In case the Quiz didnt work in the previous slide, please open it using the below QR code or the below URL



[Click Here to complete the Buns Quiz!](#)



# Info Links

---



To the General Summary Slide



To the Section Summary Slide



To Play Audio



To Play Video



To this Info Links Slide



RBI QA  
Training  
Thanks for  
Attending!

