KFC FOOD QUALITY GUIDE

Creating the Crave

At KFC we strive to Win on Taste and ensure our freshly prepared chicken is Done The Right Way! The KFC Food Quality Guide Contains some of the most common possible causes for unacceptable product. This is one of the tools we have available to continuously ensure our chicken is Finger Lick'n Good! Additionally, all of our product and equipment CSLs can be viewed on the KFC Vault.

To check chicken temperatures

1. Using a thigh, insert probe in meat next to, but not touching the bone.
2. Chicken should reach an internal temperature of 85°C/185°F for COB after 5 minutes of being removed from the cooker.
3. Chicken should reach an internal temperature of 80°C/175°F for Boneless immediately after being removed from the cooker.
4. When evaluating chicken within hold time, product must have a minimum holding temperature of 60°C/140°F.
5. Discard chicken that has not reached the minimum doneness standards.



Original Recipe® made Colonel Sanders and KFC famous. He developed the secret formula of 11 herbs and spices through the 1930's in Corbin, Kentucky, and it still defines the irresistible flavor of KFC today. We bread juicy pieces of chicken in this world-renowned seasoning and fry it to golden perfection.

ORIGINAL RECIPE®
CHICKEN
QUALITY GUIDE

ORIGINAL RECIPE® COLOR CHART



TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Milk & Egg mix not added to breading.	If unsure, throw away breading and make a new batch.
Not cooking using correct button/set point.	Verify set points; ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil should be between fill lines.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Chicken too large.	Use approved weight spec chicken only. If chicken appears too large, contact the local QA team.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Low breading pickup.	Make sure chicken is dipped in water before breading. Ensure breading flour is filled to break in lug. Don’t smooth skin in excess.
Fryer/computer malfunction.	Contact maintenance.
Morning fry startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard point.	Discard oil if at or below quality standards.
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
Oil temperature too high.	Verify set points. If correct, contact maintenance.
Not cooking using correct button.	Verify set points. Ensure buttons are correctly labeled. Correct button must be pressed.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Cook time too long.	Verify set points.
Breading pickup too high.	Ensure Original Recipe® is not double-breaded. Follow Standard Procedure.
Inadequate rolling/draining after water dip.	Ensure dip basket is rolled at least 7 times after dipping in water.
Breaded product held too long prior to drop.	Press “EXIT COOL” button before starting breading process. Drop immediately after breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.
Dead weight is dirty or not properly seated.	Check that dead weight is clean and properly seated.





GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, call maintenance.
Morning startup procedures not followed.	Reference Product and Equipment CSL startup procedures.
Pieces stacked piled in holding cabinet.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer screen reads “DROP”.
Chicken not drained after cooking.	Drain for 5 minutes before serving.
Cooked product held bone up.	All fried chicken should be racked bone down.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Oil level too low.	Oil should be between fill lines.





HARD BREADING

Possible Cause	Prevention
Pressure setting incorrect on set points.	Make sure pressure in set points matches correct cook times.
Verify pressure settings are correct.	Contact maintenance if open due to malfunction.
Whistling or excessive steam escaping from lid.	Flip lid gasket or contact maintenance to replace lid gasket.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
No water in display or holding cabinet.	Monitor water level throughout day. Fill per Equipment CSL procedure.
Breading old or gritty.	Properly sift breading. Discard if still gritty.
Chicken held beyond discard time.	Ensure chicken is within proper hold time.
Dead weight is dirty or not properly seated.	Check that dead weight is clean and properly seated.
Vent Time is too long	Ensure set point venting matches Product CSL Setting.





DOUGHY / UNDERCOOKED BREADING

Possible Cause	Prevention
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP.”
Incorrect set point used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil should be between fill lines.
Skin not smoothed prior to breading.	Reference Product CSL breading procedure.
Cooker out of calibration.	Call maintenance.
Too much water used in upright or display cabinet	Check water levels and fill per Equipment CSL procedure.
Water too hot in display cabinet.	Check water temperature. Adjust per Equipment CSL procedure.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33-40°F before breading.

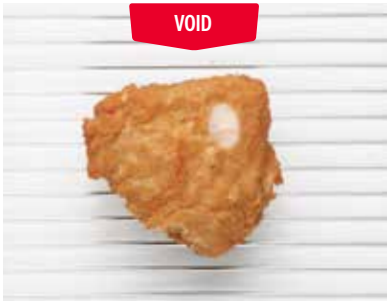




DOUGHY INTERFACE

Possible Cause	Prevention
Water too hot in display cabinet.	Check water temperature. Adjust per Equipment CSL procedure.
Cooking too much chicken on a set point for a smaller load.	Use the correct button for amount being cooked; Don’t cook more pieces than setting allows.
Skin not smoothed prior to breading.	Pull skin tight on all pieces.
Chicken is double-breaded.	Ensure Original Recipe® is not double-breaded.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
(4 hd. HP) Using incorrect cook basket.	Use the basket designed for cooking purple label chicken.





VOIDS/BARE SPOTS

Possible Cause	Prevention
Excessive handling of breaded chicken.	Check for bare spots. Press handful of breading onto bare spots, then shake once.
Broken cook basket or cook frame.	Replace damaged baskets or frames.
Chicken breading is scraped or torn when removing from cook basket or carrier.	Use care when removing chicken. Remove racks from top down, in carrier or cook basket. Carefully open cook basket.

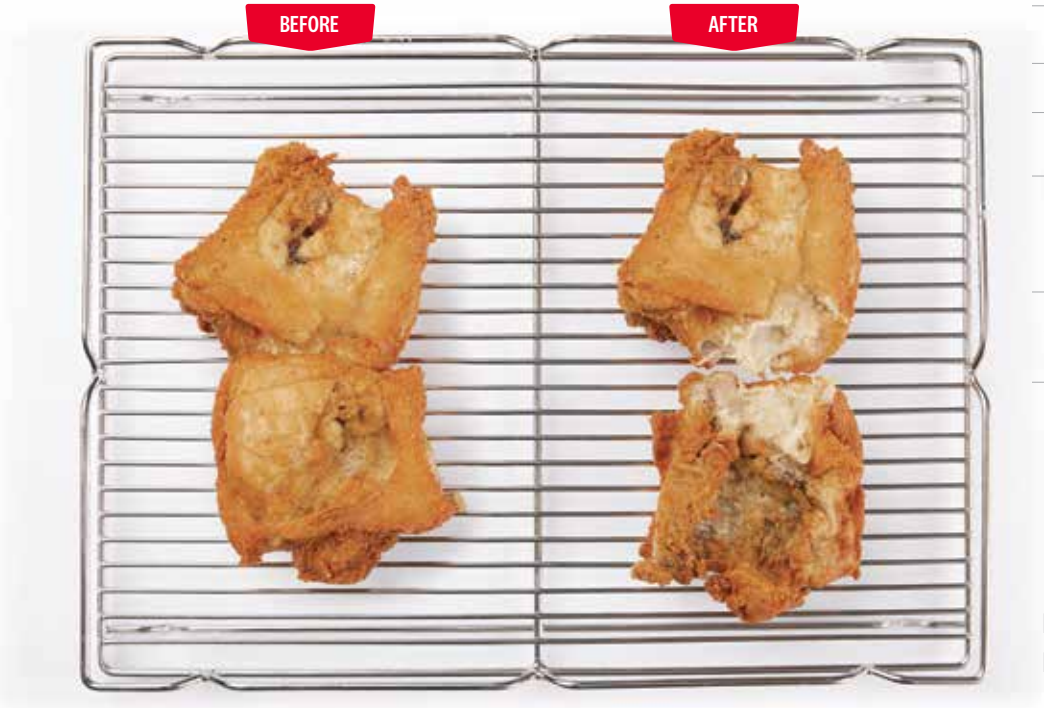
DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.





POOR ADHESION

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Not dipping the chicken in the dip water.	Make sure chicken is dipped in water before breading.
Chicken Skin has excess cuticle, yellow appearing skin chicken.	If there is noticeable splotchy, yellow coloring on raw chicken, contact the local QA team.
Flour particle size is too coarse.	Follow Brand Standard Specification. Contact the local QA team.



MARRIAGES

Possible Cause	Prevention
Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Chicken too large.	Use Standard Weight Spec chicken only. If chicken appears too large, contact the local QA team.
Cooked more chicken than maximum quantity on a rack.	No more than 18 pcs. on a half rack. Follow Product CSL racking procedures.
Breaded product held too long prior to drop.	Drop immediately when breading process complete.

DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.

ODD COLOR SPECKS

Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





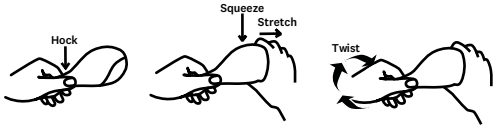
BLOWN DRUMS

Are when the meat along the length of the leg bone separates so much that the bone is exposed.

Possible Cause

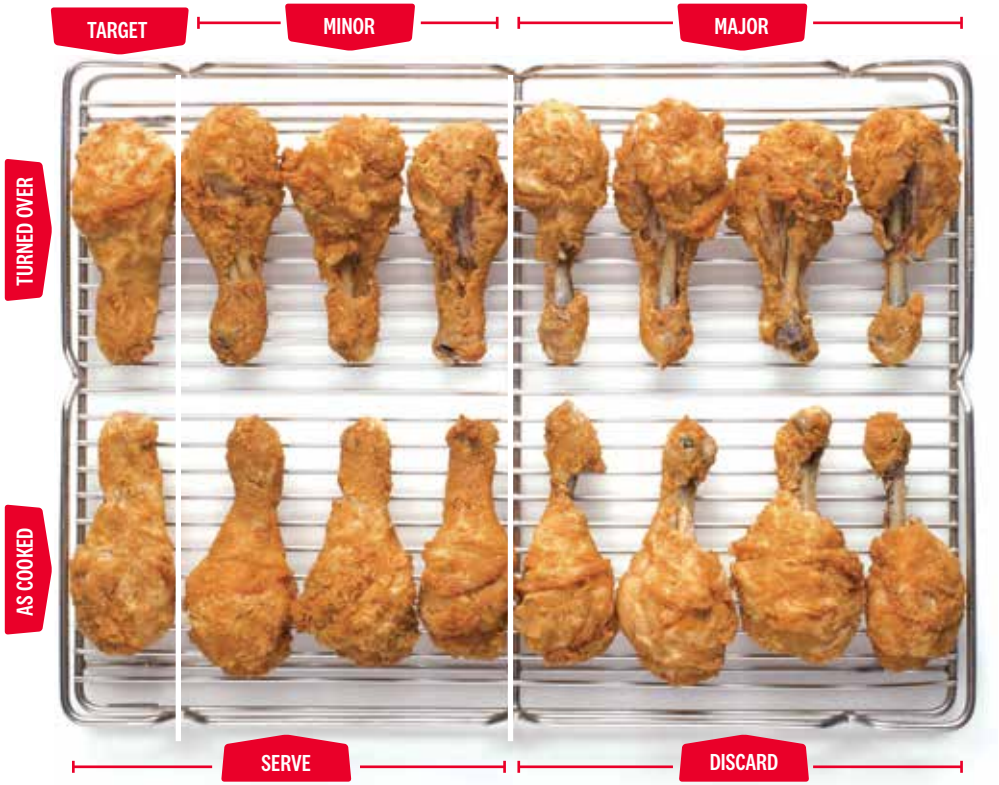
Happens only with pressure frying (Original Recipe Chicken) and occurs on approximately 40% of all drums.

Prevention



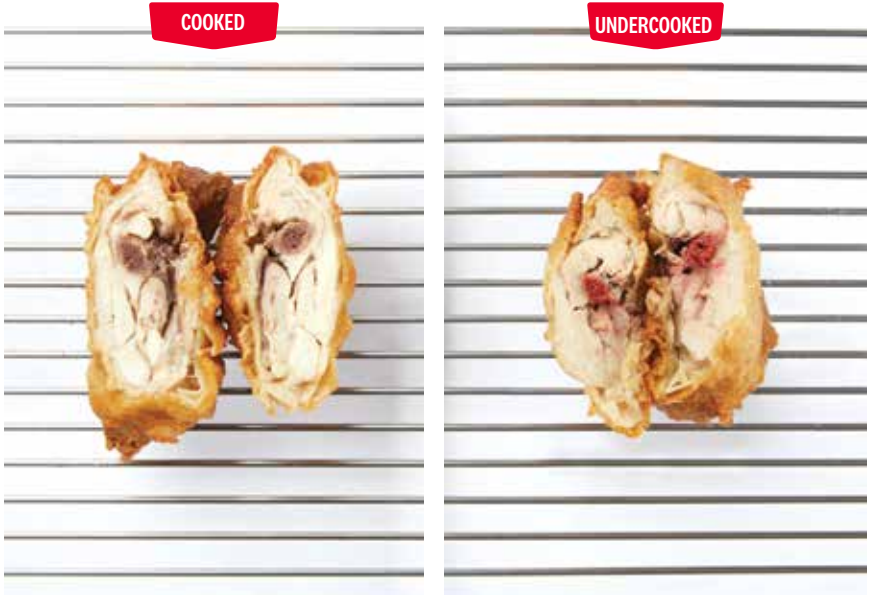
Hold the drum gently by the hock with your thumb and forefinger. With your other hand gently squeeze the the top of the drum while stretching and pulling the skin forward. Gently twist the hock to remove any air gap between the skin and meat. This will help prevent the skin from pulling back and splitting during cooking. Cover any bare spots with breading.

NOTE: Discard Major Blown Drums. Serve Minor Blown Drums.

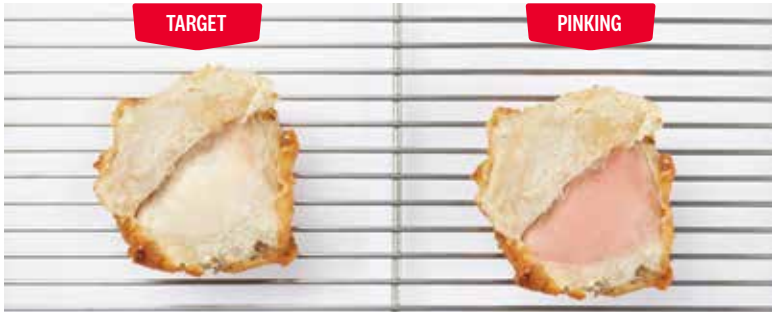


UNDERCOOKED MEAT

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use the correct button for the amount cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Morning startup procedures not followed.	Reference Equipment CSL startup procedure.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	Use approved Weight Spec chicken only. If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.

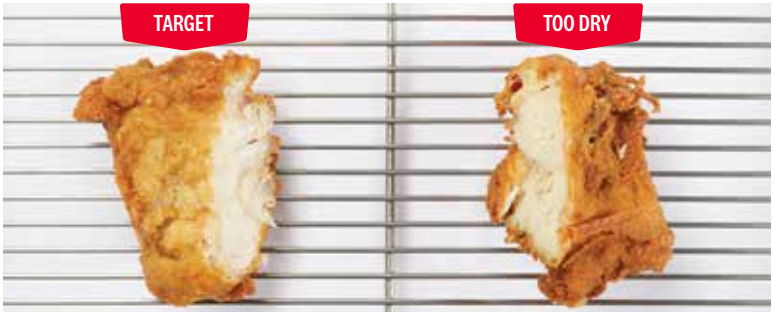


CHICKEN BELOW 85°C/185°F AFTER 5 MINUTES OF END OF COOK CYCLE – DISCARD IMMEDIATELY!



PINKING

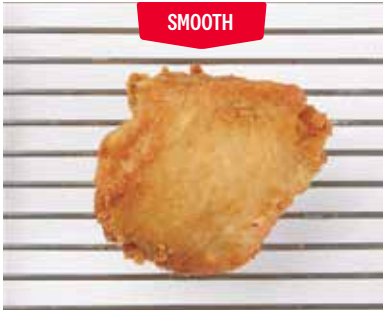
Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.



DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
No water in display or holding cabinet.	Monitor water level throughout day. Fill per Equipment CSL procedure.
Oil temperature too high.	Verify set points. If incorrect, call maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact Local QA to review marination process at supplier.





SMOOTH BREADING

Possible Cause	Prevention
Over Handling of raw breaded product.	Don't smooth skin during Shake and Tap step. Reference Product CSL procedure.
Product held too long prior to "DROP".	Ensure "EXIT COOL" is pressed prior to breading. Don't let breaded chicken sit for long periods prior to "DROP".
Breading flour out of specification.	Only use approved spec flour. Contact the local QA team.
Poor Breading pickup.	Ensure proper water dip prior to breading. Follow Reference Product CSL procedure for breading.





GRITTY BREADING

Possible Cause	Prevention
Sifter screen has hole or tear.	Replace broken sifter screen; ensure dough balls are going into dough ball collector.
Breading not sifted.	Sift breading following product CSL procedure.
Gritty/old breading used.	Ensure breading is within shelf life and properly sifted prior to use.
Chicken not shaken and tapped.	Reference Product CSL breading procedures.
Breading particle size too large.	Use approved flour to specification. Contact the local QA team.

KFC Original Recipe® Fillets are juicy, boneless white meat chicken fillets featuring the Colonel's secret blend of 11 herbs and spices. These allow you to enjoy the Colonel's secret recipe in one of our craveable sandwiches/burgers.

ORIGINAL RECIPE® FILLET

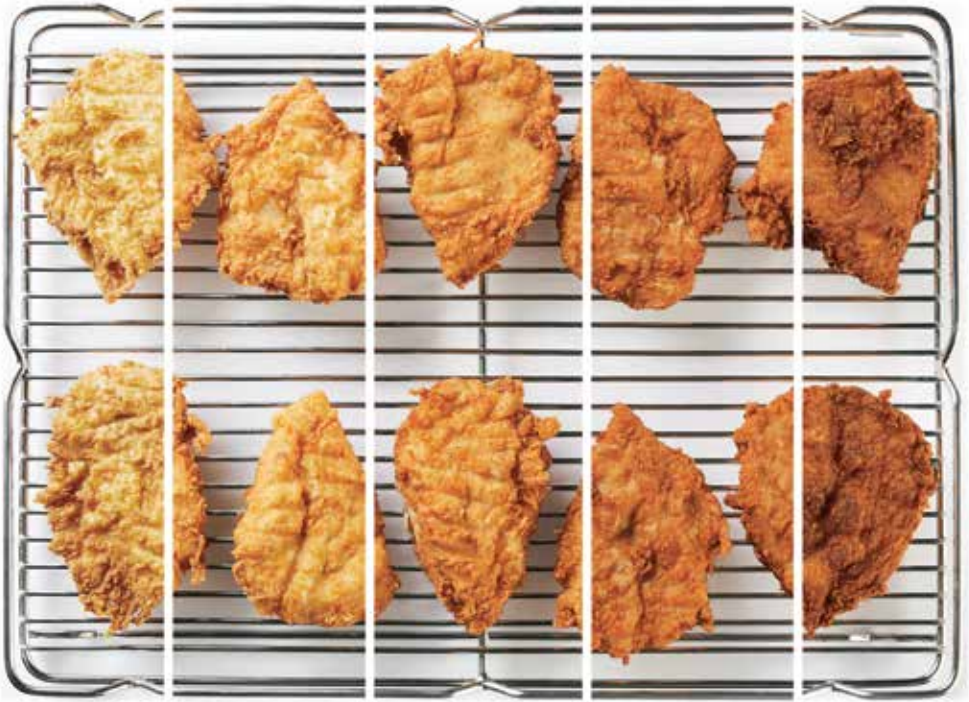
CHICKEN

QUALITY GUIDE

ORIGINAL RECIPE® FILLET COLOR CHART

ACCEPTABLE

TOO LIGHT | LIGHT OK | TARGET | DARK OK | TOO DARK

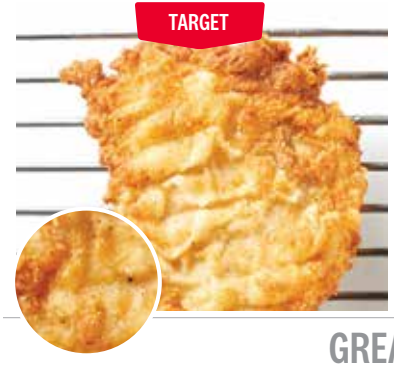


TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Milk & Egg mix not added to breading.	If unsure, throw away breading and make a new batch.
Not cooking using correct button.	Verify set points; ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil should be between fill lines.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Chicken too large/too thick.	If chicken appears too large or thick, contact the local QA team.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Low breading pickup.	Make sure chicken is dipped in dip water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/computer malfunction.	Contact maintenance.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard time.	Discard oil if at or below quality standards.
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
Oil temperature too high.	Verify set points. If correct, contact maintenance.
Not cooking using correct button.	Verify set points. Ensure buttons are correctly labeled. Correct button must be pressed.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Cook time too long.	Verify set points.
Breading pickup too high.	Ensure Original Recipe® is not double-breaded.
Inadequate rolling/draining after water dip.	Ensure dip basket is rolled at least 10 times after dipping in water.
Breaded product held too long prior to drop.	Press “EXIT COOL” button before starting breading process. Drop immediately after breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.
Dead weight is dirty or not properly seated.	Check that dead weight is clean and properly seated.

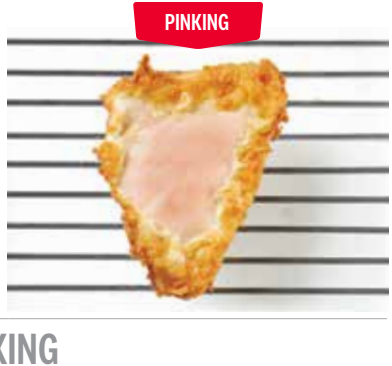




GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Morning startup procedures not followed.	Reference Equipment CSL startup procedure.
Pieces stacked on top of each other when holding.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer reads “DROP”.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance if needed.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.





PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.

HARD BREADING

Possible Cause	Prevention
Pressure setting incorrect on set points.	Make sure pressure in set points matches correct cook times.
Verify pressure settings are correct.	Contact maintenance if open due to malfunction.
Whistling or excessive steam escaping from lid.	Flip lid gasket or contact maintenance to replace lid gasket.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
No water in display or holding cabinet.	Monitor water level throughout day. Fill per Equipment CSL procedure.
Breading old or gritty.	Properly sift breading. Discard if still gritty.
Chicken held beyond discard time.	Ensure chicken is within proper hold time.
Dead weight is dirty or not properly seated.	Check that dead weight is clean and properly seated.









MARRIAGES

Possible Cause	Prevention
Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Cooked more chicken than maximum quantity on a rack.	No more than 10 pieces per rack for 8-head Henny Penny (max 6 pieces for 4-head Henny Penny, and 5 pieces for all Collectramatric and Wells fryers). Follow Product and Equipment CSL for racking procedures.
Breaded product held too long prior to drop.	Drop immediately when breading process complete.

DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.

ODD COLOR SPECKS

Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use the correct button for the amount cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Morning startup procedures not followed.	Reference Equipment CSL startup procedure.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines.
Oil temperature too low.	Verify set points. If correct contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.





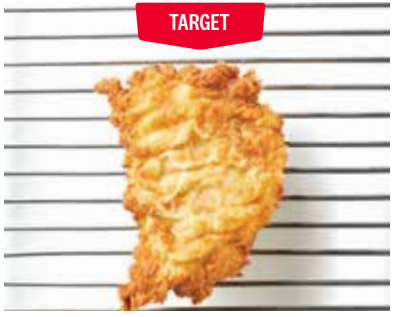
CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 80°C/175°F FOR BONELESS IMMEDIATELY AFTER BEING REMOVED FROM THE COOKER.





DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
No water in display or holding cabinet.	Monitor water level throughout day. Fill per Equipment CSL procedure.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact local QA to review marination process at supplier.





SMOOTH BREADING

Possible Cause	Prevention
Over Handling of raw breaded product.	Don't smooth skin during Shake and Tap step. Reference Product CSL procedure.
Product held too long prior to "DROP".	Ensure "EXIT COOL" is pressed prior to breading. Don't let breaded chicken sit for long periods prior to "DROP".
Breading flour out of specification.	Only use approved spec flour. Contact the local QA team.
Poor Breading pickup.	Ensure proper water dip prior to breading. Follow Reference Product CSL procedure for breading.

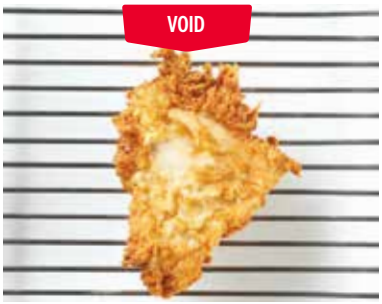




GRITTY BREADING

Possible Cause	Prevention
Sifter screen has hole or tear.	Replace broken sifter screen; ensure dough balls are going into dough ball collector.
Breading not sifted.	Sift breading following product CSL procedure.
Gritty/old breading used.	Ensure breading is within shelf life and properly sifted prior to use.
Chicken not shaken and tapped.	Reference Product CSL breading procedures.
Breading particle size too large.	Use approved flour to specification. Contact the local QA team.





VOIDS/BARE SPOTS

Possible Cause	Prevention
Excessive handling of breaded chicken.	Check for bare spots. Press handful of breading onto bare spots, then shake once.
Broken cook basket or cook frame.	Replace damaged baskets or frames.
Chicken breading is scraped or torn when removing from cook basket or carrier.	Use care when removing chicken. Remove racks from top down, in carrier or cook basket. Carefully open cook basket.

DISCARD AND TROUBLESHOOT CAUSES
IF LARGER THAN THIS CIRCLE





FOLDED

Possible Cause	Prevention
Fillet incorrectly placed on cooking basket.	Follow Product and Equipment CSL procedure for racking.
Cover rack not used.	Use wire rack cover per Product and Equipment CSL procedure.

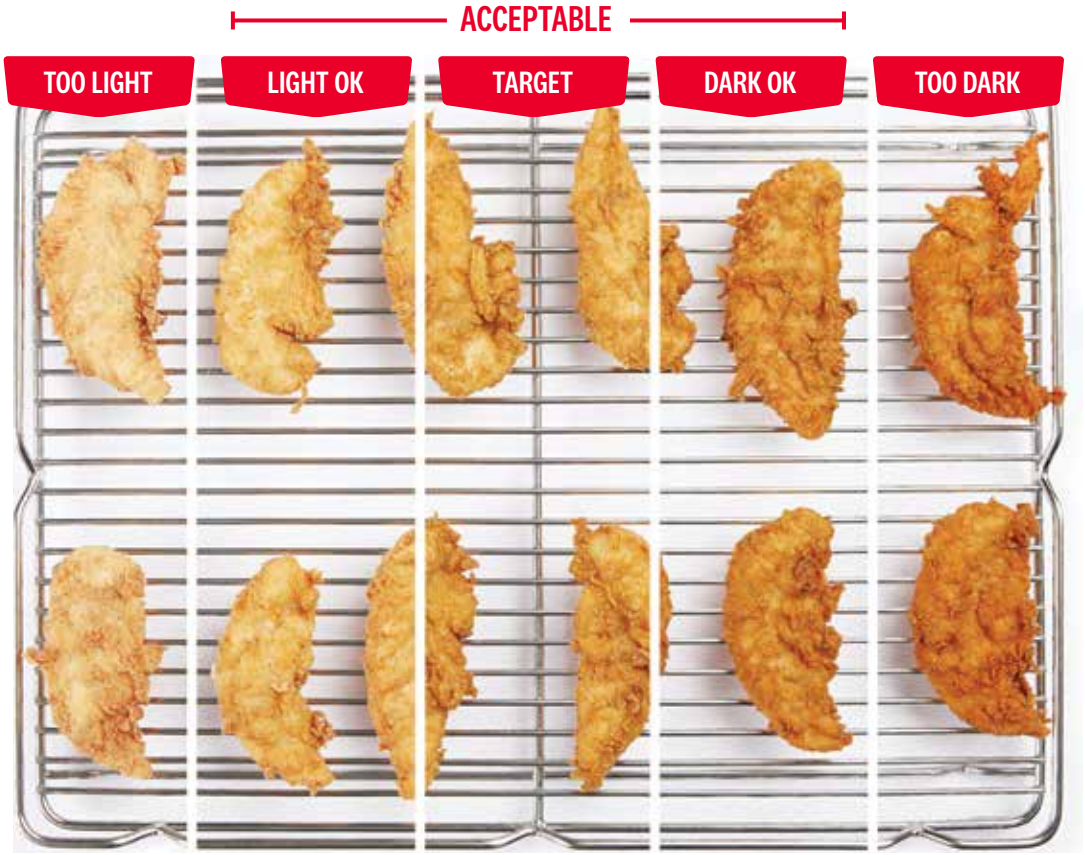
Enjoy the Colonel’s secret 11 herbs and spices on our juicy tenders. Hand-breaded fresh in our restaurants, cooked to perfection under pressure to a perfect golden brown.

ORIGINAL RECIPE® TENDERS

CHICKEN

QUALITY GUIDE

ORIGINAL RECIPE® TENDERS COLOR CHART



TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Milk & Egg mix not added to breading.	If unsure, throw away breading and make a new batch.
Not cooking using correct button.	Verify set points; ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil should be between fill lines.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Chicken too large/too thick.	If chicken appears too large or thick, contact the local QA team.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Low breading pickup.	Make sure chicken is dipped in dip water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/computer malfunction.	Contact maintenance.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard time.	Discard oil if at or below quality standards.
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
Oil temperature too high.	Verify set points. If correct, contact maintenance.
Not cooking using correct button.	Verify set points. Ensure buttons are correctly labeled. Correct button must be pressed.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Cook time too long.	Verify set points.
Breading pickup too high.	Ensure Original Recipe® is not double-breaded.
Inadequate rolling/draining after water dip.	Ensure dip basket is rolled at least 10 times after dipping in water.
Breaded product held too long prior to drop.	Press “EXIT COOL” button before starting breading process. Drop immediately after breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.
Dead weight is dirty or not properly seated.	Check that dead weight is clean and properly seated.

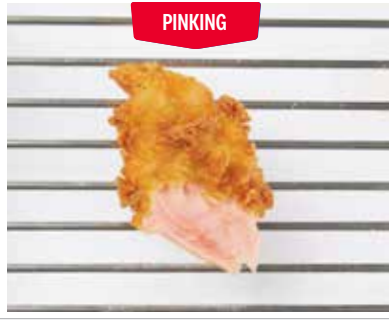




GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Morning startup procedures not followed.	Reference Equipment CSL startup procedure.
Pieces stacked on top of each other when holding.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer reads “DROP”.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance if needed.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.



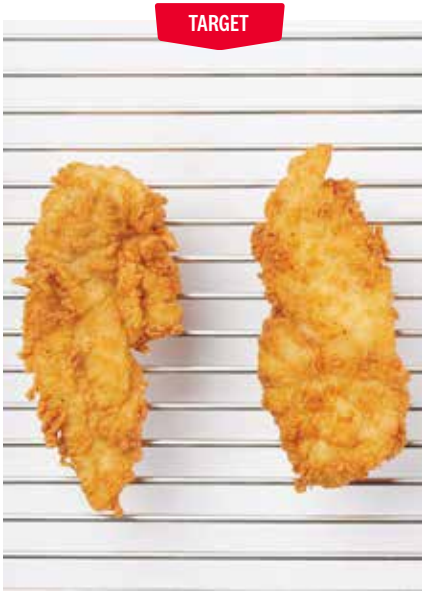


PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.

HARD BREADING

Possible Cause	Prevention
Pressure setting incorrect on set points.	Make sure pressure in set points matches correct cook times.
Verify pressure settings are correct.	Contact maintenance if open due to malfunction.
Whistling or excessive steam escaping from lid.	Flip lid gasket or contact maintenance to replace lid gasket.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
No water in display or holding cabinet.	Monitor water level throughout day. Fill per Equipment CSL procedure.
Breading old or gritty.	Properly sift breading. Discard if still gritty.
Chicken held beyond discard time.	Ensure chicken is within proper hold time.
Dead weight is dirty or not properly seated.	Check that dead weight is clean and properly seated.





MARRIAGES

Possible Cause.	Prevention
Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Cooked more chicken than maximum quantity on a rack.	No more than 10 pieces per rack for 8-head Henny Penny (max 6 pieces for 4-head Henny Penny, and 5 pieces for all Collectramatric and Wells fryers). Follow Product and Equipment CSL for racking procedures.
Breaded product held too long prior to drop.	Drop immediately when breading process complete.





ODD COLOR SPECKS

Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use the correct button for the amount cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Morning startup procedures not followed.	Reference Equipment CSL startup procedure.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines.
Oil temperature too low.	Verify set points. If correct contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.





CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 80°C/175°F FOR BONELESS IMMEDIATELY AFTER BEING REMOVED FROM THE COOKER.





DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F.
No water in display or holding cabinet.	Monitor water level throughout day. Fill per Equipment CSL procedure.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact Local QA to review marination process at supplier.





SMOOTH BREADING

Possible Cause	Prevention
Over Handling of raw breaded product.	Don't smooth skin during Shake and Tap step. Reference Product CSL procedure.
Product held too long prior to "DROP".	Ensure EXIT COOL is pressed prior to breading. Don't let breaded chicken sit for long periods prior to "DROP".
Breading flour out of specification.	Only use approved spec flour. Contact the local QA team.
Poor Breading pickup.	Ensure proper water dip prior to breading. Follow Reference Product CSL procedure for breading.





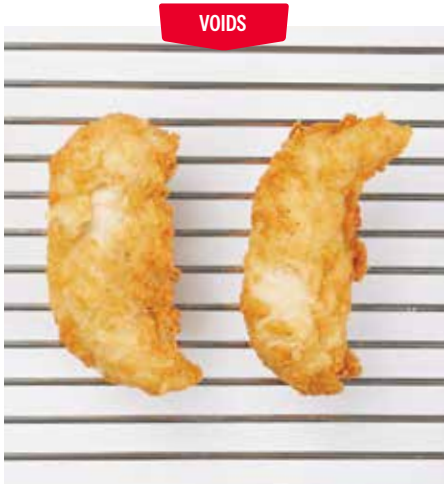
GRITTY BREADING

Possible Cause	Prevention
Sifter screen has hole or tear.	Replace broken sifter screen; ensure dough balls are going into dough ball collector.
Breading not sifted.	Sift breading following product CSL procedure.
Gritty/old breading used.	Ensure breading is within shelf life and properly sifted prior to use.
Chicken not shaken and tapped.	Reference Product CSL breading procedures.
Breading particle size too large.	Use approved flour to specification. Contact the local QA team.

VOIDS/BARE SPOTS

Possible Cause	Prevention
Excessive handling of breaded chicken.	Check for bare spots. Press handful of breading onto bare spots, then shake once.
Broken cook basket or cook frame.	Replace damaged baskets or frames.
Chicken breading is scraped or torn when removing from cook basket or carrier.	Use care when removing chicken. Remove racks from top down, in carrier or cook basket. Carefully open cook basket.



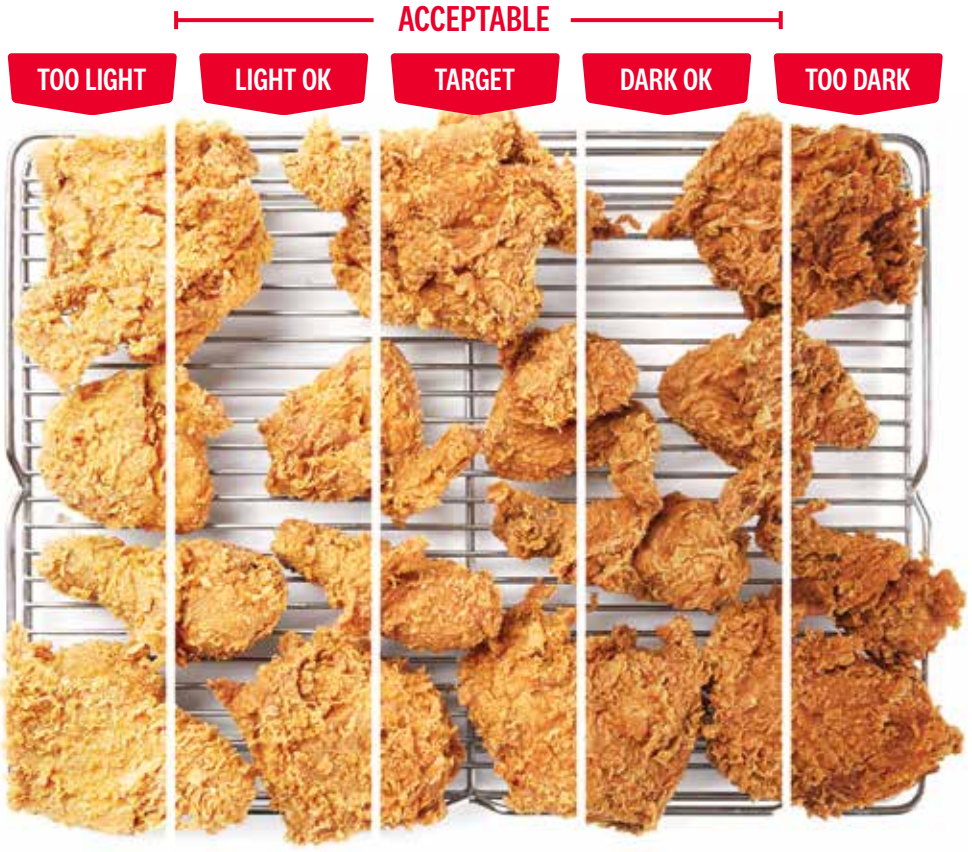


KFC’s Hot 'n Spicy™ Chicken’s Chili Heat brings the Hot taste to our chicken. Extra Tasty Crispy™ Chicken brings a savory garlic and mild pepper taste that pairs well with a variety of sauces. Both are freshly prepared with a flaky breading and fried to a crispy golden brown. You’ll hear the crunch as you bite through the crusty coating to get to the mouth watering, tender, juicy chicken.

HOT 'N SPICY™/ EXTRA TASTY CRISPY™ CHICKEN

QUALITY GUIDE

HOT 'SPICY™/EXTRA TASTY CRISPY™ CHICKEN COLOR CHART



TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Low breading pickup.	Make sure chicken is dipped in water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/timer malfunction.	Call maintenance.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard point.	Discard oil if at or below quality standards.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Wrong breading used.	Ensure Extra Tasty Crispy™ or Hot 'n Spicy™ breading is being used.
Breading pickup too high.	Drain chicken fully after water dip and see-saw to remove excess loose flour.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.

VOIDS/BARE SPOTS

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Not dipping chicken in dip water.	Make sure chicken is dipped in water before breading.
Breading is old or gritty.	Properly sift breading. Discard if still gritty.
Hand Drop Method only: Chicken not separated properly at pre-alarm.	Separate pieces with round wire ladle at pre-alarm by gently making 3 passes under chicken from front to rear of cookpot.
Hand Drop Method only: Separating chicken pieces before pre-alarm.	Separate pieces only at pre-alarm (2 minutes into cook cycle).





DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.





MARRIAGES

Possible Cause	Prevention
Hand Drop Method only: Chicken not separated properly at pre-alarm.	Separate pieces with round wire ladle at pre-alarm by gently making 3 passes under chicken from front to rear of cookpot.
Cooked more chicken than maximum quantity per round.	Do not exceed maximum head load according to fryer.
Basket Drop Method only: Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Hand Drop Method only: Pieces dropped too closely together.	Drop pieces moving from back to front of fryer.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.



GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, call maintenance.
Morning startup procedures not followed.	Reference Product and Equipment CSL startup procedures.
Pieces stacked piled in holding cabinet.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer screen reads “DROP”.
Chicken not drained after cooking.	Drain for 5 minutes before serving.
Cooked product held bone up.	All fried chicken should be racked bone down.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33-40°F before breading.
Oil level too low.	Oil should be between fill lines.



SMOOTH BREADING

Possible Cause	Prevention
Chicken breaded only once.	Ensure chicken is properly breaded twice.
Inadequate rolling/draining water after dip.	Draining 7 seconds and rolling at least 7 times creates a sticky surface needed to make the breading flaky.
Too much breading being knocked off.	Do not see-saw rocker basket too much.
Improper handling of cooked product.	Take care not to break breading off when handling pieces.
Breading product held too long prior to drop.	Ensure “EXIT COOL” is pressed prior to breading. Don’t let breaded chicken sit for long periods prior to “DROP”.
Seasoning mix not added to breading.	Ensure all components of breading mix are included and blended well.
Seasoning mix date expired.	Extra Tasty Crispy™ or Hot 'n Spicy™ Seasoning Mix must be within shelf life to create perfect product.

ODD COLORED SPECKS

Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





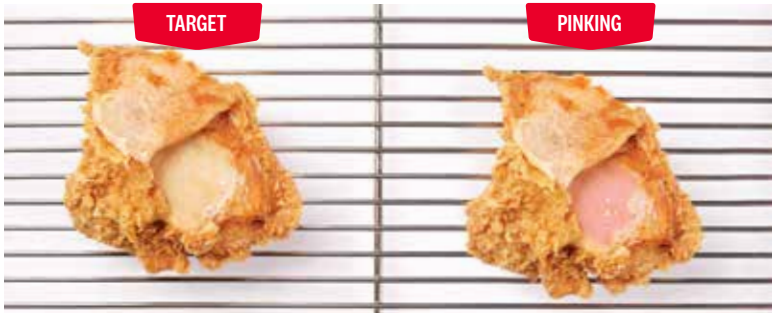




CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 85°C/185°F FOR COB WITHIN 5 MINUTES OF BEING REMOVED FROM THE COOKER

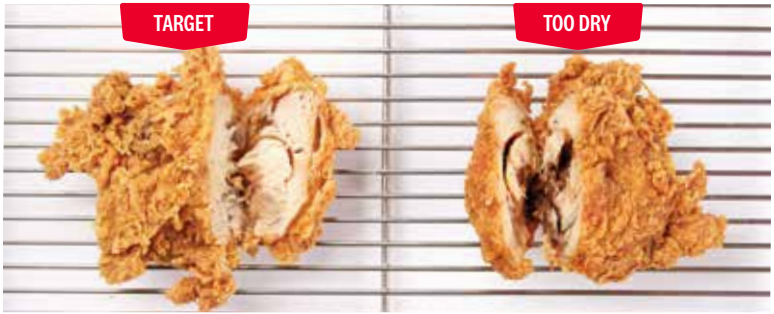
UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use correct button for amount of chicken being cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°/33–40°F prior to breading.
Morning startup procedure not followed.	Reference Equipment CSL startup procedure.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines, or at break in metal if using 18" open fryer.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	Use Approved Spec chicken only. If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.



PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.



DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82C/180°F; adjust radiant heat setting down on upper tier of display holding cabinet.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in Product CSL. Contact Local QA to review marination process at supplier.

POOR ADHESION

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Not dipping the chicken in the dip water.	Make sure chicken is dipped in water before breading.
Chicken Skin has excess cuticle, yellow appearing skin chicken.	If there is noticeable splotchy, yellow coloring on raw chicken, contact the local QA team.
Flour particle size is too coarse.	Follow Brand Standard Specification. Contact the local QA team.





KFC® Hot Wings ™ pieces are meaty chicken wing pieces, both drumettes and flats that are marinated in Hot 'n Spicy™ breaded and open fried until the crust is golden brown, flaky and crunchy. A dedicated fryer and filter unit must be used for Hot 'n Spicy Chicken to prevent other products from tasting spicy.

HOT 'N SPICY™ WINGS

CHICKEN

QUALITY GUIDE

HOT 'N SPICY™ WINGS COLOR CHART

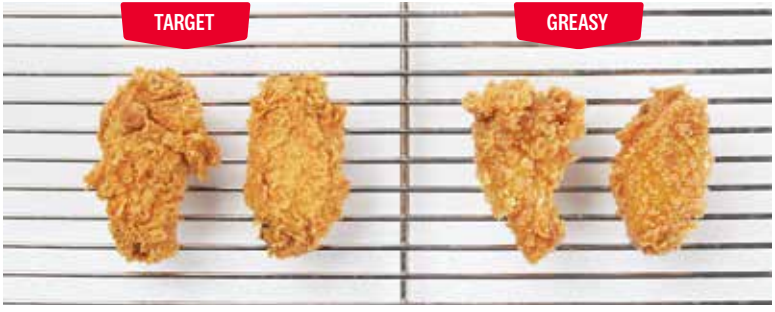


TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Low breading pickup.	Make sure chicken is dipped in water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/timer malfunction.	Call maintenance.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

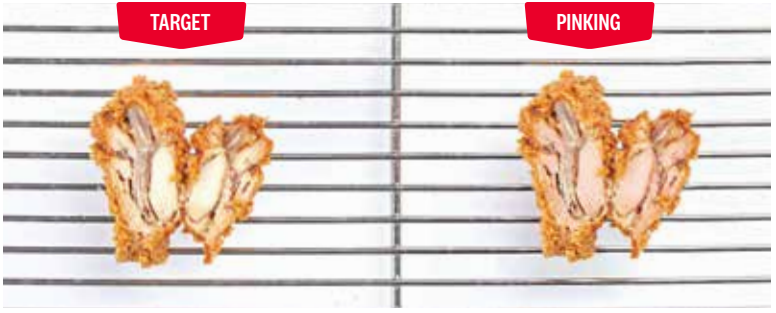
TOO DARK

Possible Cause	Prevention
Oil used beyond discard point.	Discard oil if at or below quality standards.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Wrong breading used.	Ensure Extra Tasty Crispy™ or Hot ‘n Spicy™ breading is being used.
Breading pickup too high.	Drain chicken fully after water dip and see-saw to remove excess loose flour.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.



GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Pieces stacked on top of each other when holding.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer reads “DROP”.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance if needed.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.



PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.





MARRIAGES

Possible Cause	Prevention
Hand Drop Method only: Chicken not separated properly at pre-alarm.	Separate pieces with round wire ladle at pre-alarm by gently making 3 passes under chicken from front to rear of cookpot.
Cooked more chicken than maximum quantity per round.	Do not exceed maximum head load according to fryer.
Basket Drop Method only: Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Hand Drop Method only: Pieces dropped too closely together.	Drop pieces moving from back to front of fryer.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

ODD COLOR SPECKS

Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use correct button for amount of chicken being cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°/33–40°F prior to breading.
Morning startup procedure not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines, or at break in metal if using 18" open fryer.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	Use Approved Spec chicken only. If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.



CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 85°C/185°F FOR COB AFTER 5 MINUTES OF BEING REMOVED FROM THE COOKER





DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F; adjust radiant heat setting down on upper tier of display holding cabinet.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact Local QA to review marination process at supplier.





SMOOTH BREADING

Possible Cause	Prevention
Chicken breaded only once.	Ensure chicken is properly breaded twice.
Inadequate rolling/draining water after dip.	Draining 7 seconds and rolling at least 7 times creates a sticky surface needed to make the breading flaky.
Too much breading being knocked off.	Do not see-saw rocker basket too much.
Improper handling of cooked product.	Take care not to break breading off when handling pieces.
Breading product held too long prior to drop.	Press “EXIT COOL” button before starting breading process. Drop immediately after breading.
Seasoning mix not added to breading.	Ensure all components of breading mix are included and blended well.
Seasoning mix date expired.	Hot 'n Spicy™ Seasoning Mix must be within shelf life to create perfect product.





POOR ADHESION

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Not dipping the chicken in the dip water.	Make sure chicken is dipped in water before breading.
Chicken Skin has excess cuticle, yellow appearing skin chicken.	If there is noticeable splotchy, yellow coloring on raw chicken, call the local QA team.

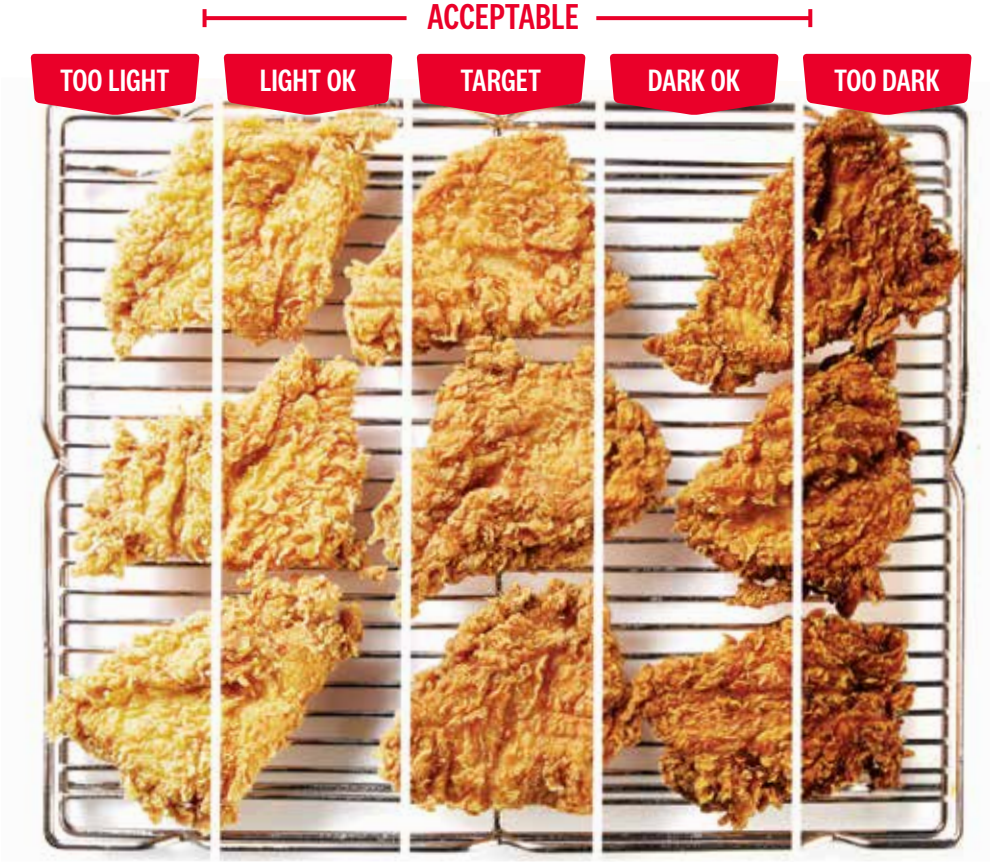
Out Hot ‘n Spicy Fillet is the center piece of The Zinger™ Sandwich. It’s starts with whole breast or de-boned thigh fillet, marinated in our signature Hot & Spicy™ Chili’s then hand-breaded in restaurant. The fillet is fried in an open fryer giving it a bright golden, crispy, coating, that leaves a kick in your mouth.

HOT 'N SPICY™ FILLET

CHICKEN

QUALITY GUIDE

HOT 'N SPICY™ FILLET COLOR CHART

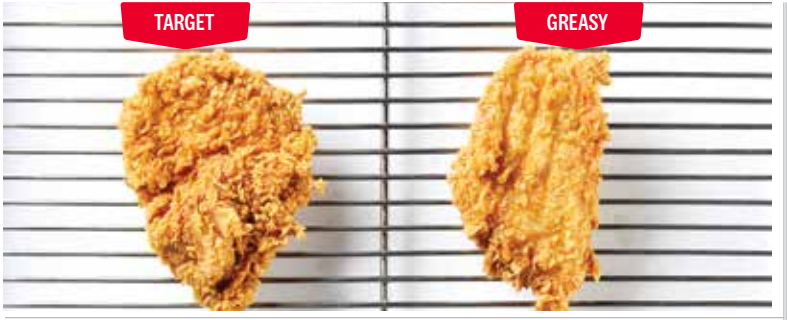


TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Low breading pickup.	Make sure chicken is dipped in water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/timer malfunction.	Call maintenance.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

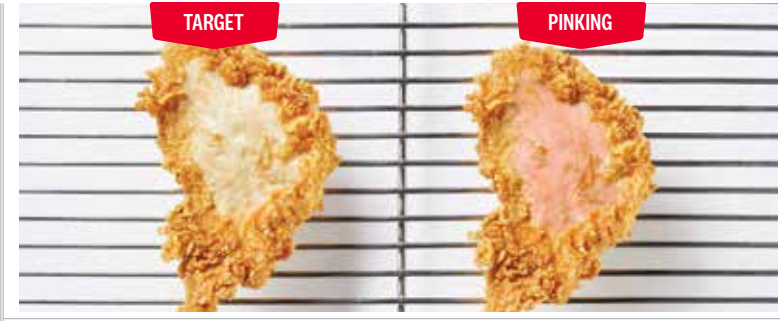
TOO DARK

Possible Cause	Prevention
Oil used beyond discard point.	Discard oil if at or below quality standards.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Wrong breading used.	Ensure Extra Tasty Crispy™ or Hot ‘n Spicy™ breading is being used.
Breading pickup too high.	Drain chicken fully after water dip and see-saw to remove excess loose flour.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.



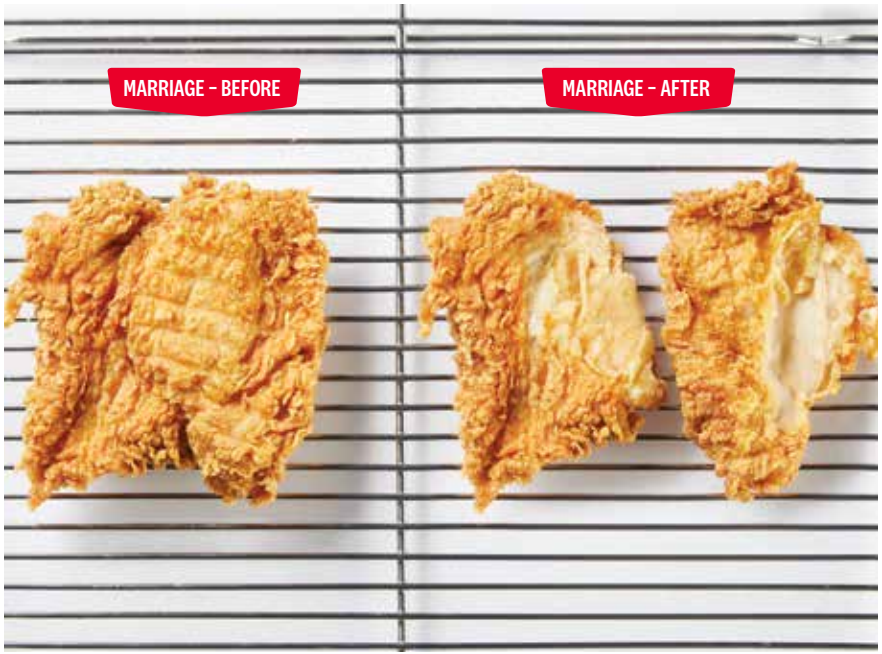
GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Pieces stacked on top of each other when holding.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer reads “DROP”.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance if needed.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.



PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.



MARRIAGES

Possible Cause	Prevention
Cooked more chicken than maximum quantity per round.	Do not exceed maximum head load according to fryer.
Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

ODD COLOR SPECKS

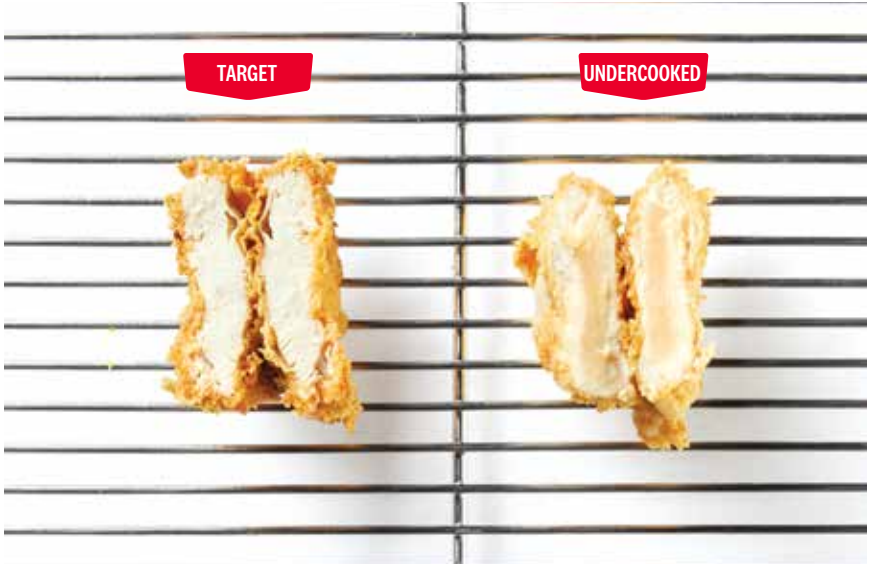
Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.



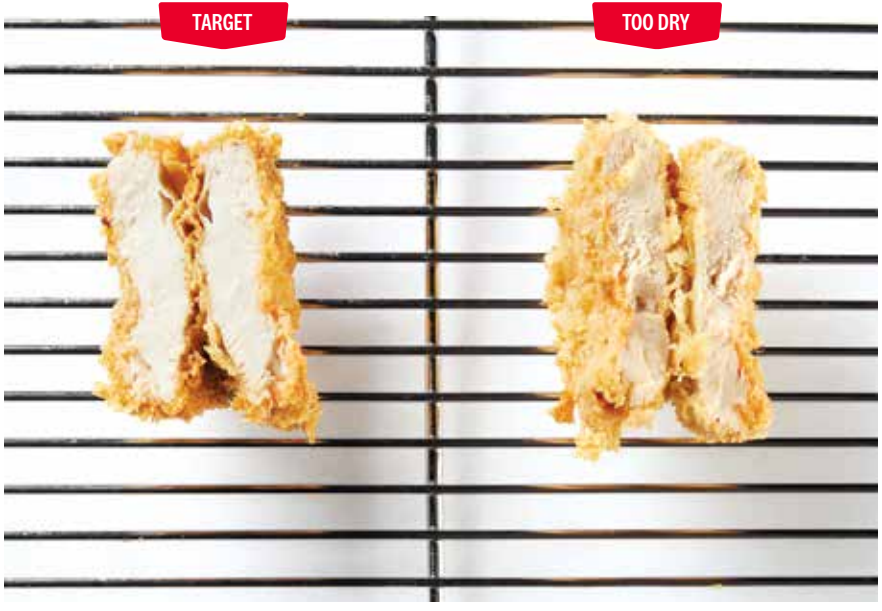


UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use correct button for amount of chicken being cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°/33–40°F prior to breading.
Morning startup procedure not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines, or at break in metal if using 18“ open fryer.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	Use Approved Spec chicken only. If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.

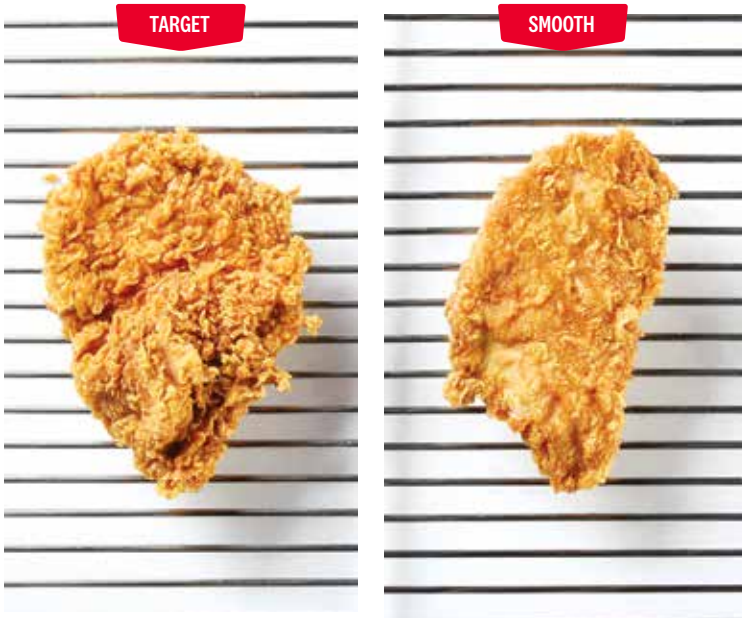


CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 80°C/175°F FOR BONELESS IMMEDIATELY AFTER BEING REMOVED FROM THE COOKER.



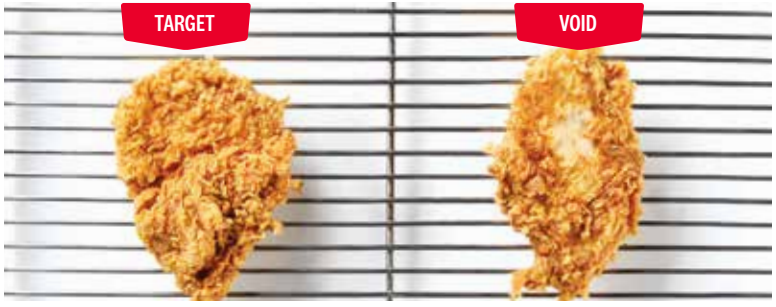
DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82C/180°F; adjust radiant heat setting down on upper tier of display holding cabinet.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Chicken out of Specification.	Contact the local QA team to review Supplier KPI.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact local QA to review marination process at supplier.



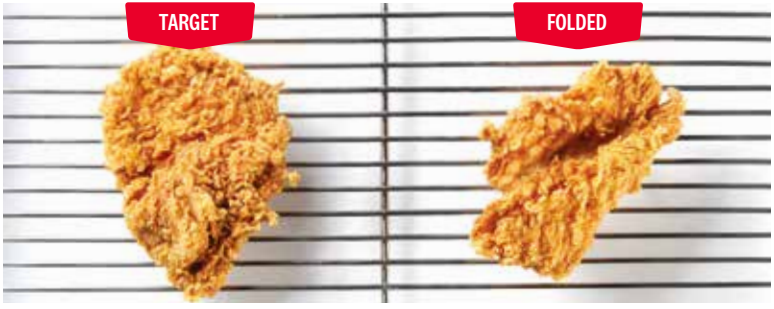
SMOOTH BREADING

Possible Cause	Prevention
Chicken breaded only once.	Ensure chicken is properly breaded twice.
Inadequate rolling/draining water after dip.	Draining 7 seconds and rolling at least 7 times creates a sticky surface needed to make the breading flaky.
Too much breading being knocked off.	Do not see-saw rocker basket too much.
Improper handling of cooked product.	Take care not to break breading off when handling pieces.
Breading product held too long prior to drop.	Press “EXIT COOL” button before starting breading process. “DROP” immediately after breading.
Seasoning mix not added to breading.	Ensure all components of breading mix are included and blended well.
Seasoning mix date expired.	Hot 'n Spicy™ Seasoning Mix must be within shelf life to create perfect product.



VOIDS/BARE SPOTS

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Not dipping chicken in dip water.	Make sure chicken is dipped in water before breading.
Breading is old or gritty.	Properly sift breading. Discard if still gritty.



FOLDED

Possible Cause	Prevention
Fillet incorrectly placed on cooking basket.	Follow Product and Equipment CSL procedure for racking.
Cover rack not used.	Use wire rack cover per Product and Equipment CSL procedure.

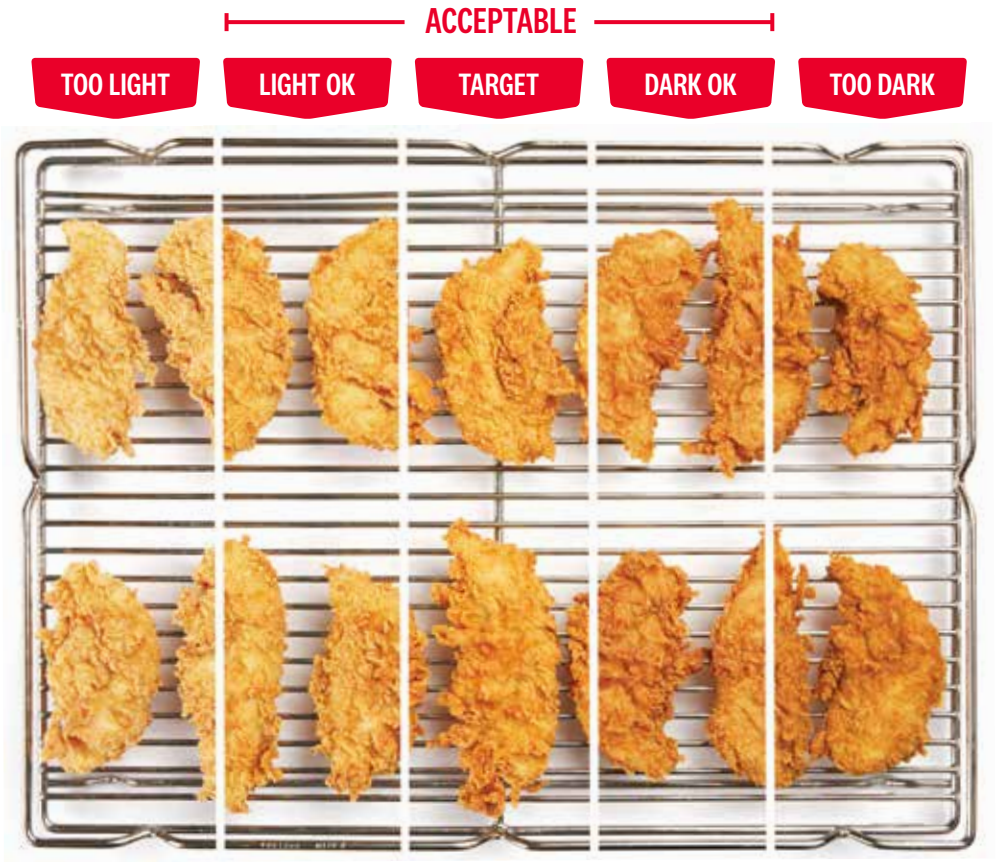
Extra Tasty Crispy™ Chicken Strips are breast meat or dark meat marinated with Extra Tasty Crispy™, double breaded, and open fried. They have a golden brown, flaky, crunchy crust and a savory garlic and mild pepper taste. A dedicated fryer and filter unit must be used for Extra Tasty Crispy™ Chicken to prevent other products from tasting spicy.

EXTRA TASTY CRISPY™ TENDERS

CHICKEN

QUALITY GUIDE

ETC™ TENDERS COLOR CHART



TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Morning startup procedures not followed	Ensure proper fryer startup procedures are followed prior to cooking.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Low breading pickup.	Make sure chicken is dipped in dip water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/timer malfunction.	Call maintenance.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard point.	Discard oil if at or below quality standards.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Wrong breading used.	Ensure Extra Tasty Crispy™ or Hot ‘n Spicy™ breading is being used.
Breading pickup too high.	Drain chicken fully after water dip and see-saw to remove excess loose flour.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.

VOIDS/BARE SPOTS

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33–40°F prior to breading.
Not dipping chicken in dip water.	Make sure chicken is dipped in water before breading.
Breading is old or gritty.	Properly sift breading. Discard if still gritty.

DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.

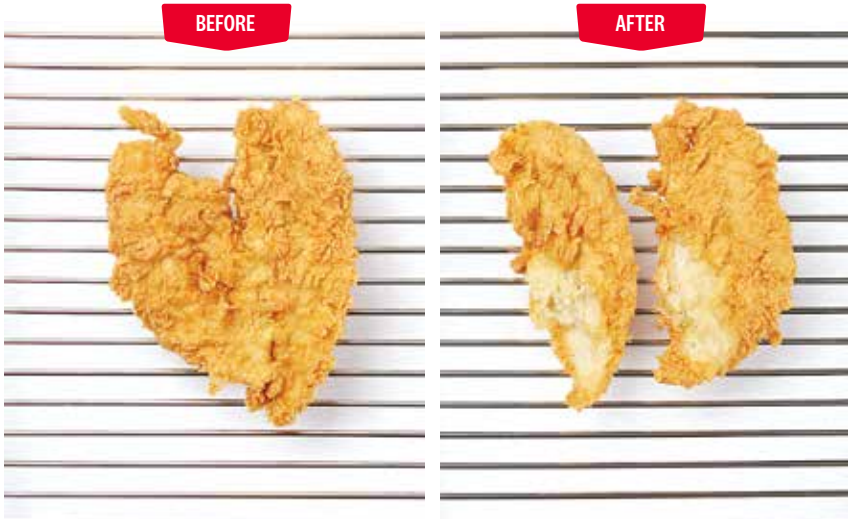




MARRIAGES

Possible Cause	Prevention
Cooked more chicken than maximum quantity per round.	Do not exceed maximum head load according to fryer.
Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

DISCARD AND TROUBLESHOOT CAUSES IF LARGER THAN THIS CIRCLE.



ODD COLOR SPECKS

Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





SMOOTH BREADING

Possible Cause	Prevention
Chicken breaded only once.	Ensure chicken is properly breaded twice.
Inadequate rolling/draining water after dip.	Drain until excess water flow stops, roll to create sticky surface. Follow Product CSL.
Too much breading being knocked off.	Do not see-saw rocker basket too much.
Breaded product held too long prior to drop.	Ensure “EXIT COOL” is pressed prior to breading. Don’t let breaded chicken sit for long periods prior to “DROP”.
Seasoning mix not added to breading.	Ensure all components of breading mix are included and blended well.
Seasoning mix date expired.	Extra Tasty Crispy™ or Hot ‘n Spicy™ Seasoning Mix must be within shelf life to create perfect product.





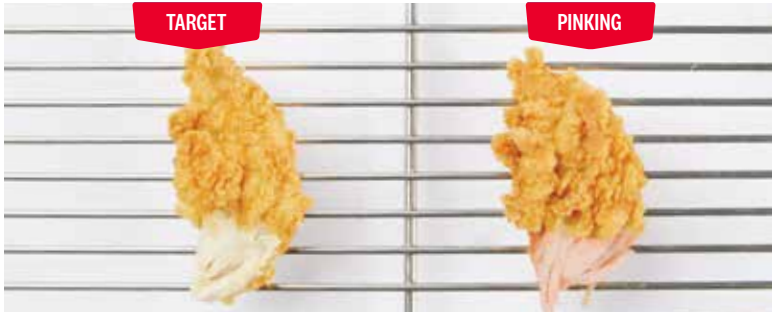




CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 80°C/175°F FOR BONELESS IMMEDIATELY AFTER BEING REMOVED FROM THE COOKER.

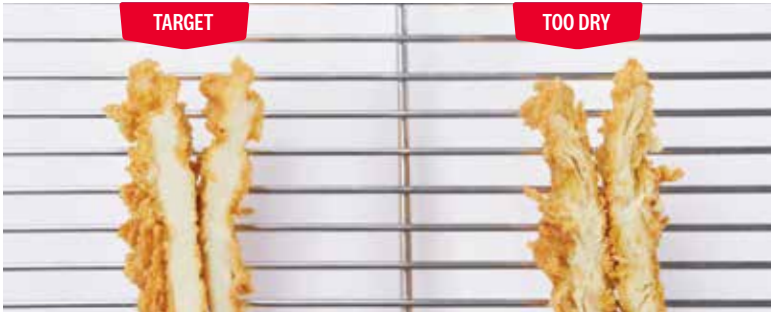
UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use correct button for amount of chicken being cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°/33–40°F prior to breading.
Morning startup procedure not followed.	Reference Equipment CSL startup procedure.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines, or at break in metal if using 18“ open fryer.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large	Use Approved Spec chicken only. If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.



PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact the local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.



DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F; adjust radiant heat setting down on upper tier of display holding cabinet.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact Local QA to review marination process at supplier.

Extra Tasty Crispy™ Popcorn Chicken are breast meat or dark meat pieces marinated with Extra Tasty Crispy™, double breaded, and open fried. They have a golden brown, flaky, crunchy crust and a savory garlic and mild pepper taste. A dedicated fryer and filter unit must be used for Extra Tasty Crispy™ Chicken to prevent other products from tasting spicy.

POPCORN CHICKEN

QUALITY GUIDE

POPCORN CHICKEN COLOR CHART



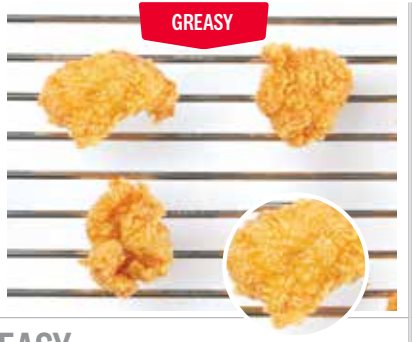
TOO LIGHT

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading process. Drop chicken only when fryer reads “DROP”.
Low breading pickup.	Make sure chicken is dipped in water before breading. Ensure light see-saw motion is used so too much breading is not shaken off.
Fryer/timer malfunction.	Call maintenance.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard point.	Discard oil if at or below quality standards.
Chicken not immediately removed from fryer when done.	Remove chicken immediately after cook cycle is complete.
Wrong breading used.	Ensure Extra Tasty Crispy™ or Hot ‘n Spicy™ breading is being used.
Breading pickup too high.	Drain chicken fully after water dip and see-saw to remove excess loose flour.
Raw chicken temperature too high.	Ensure chicken is between 1-4°C/33–40°F before breading.
Breading old or gritty.	Properly sift breading. Discard if still gritty.

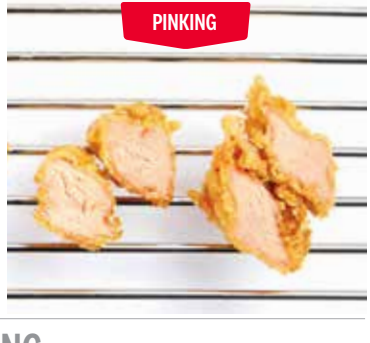




GREASY

Possible Cause	Prevention
Oil beyond discard point.	Discard oil if at or below quality standards.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Morning startup procedures not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Pieces stacked on top of each other when holding.	Rack and hold in single layer.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before starting breading. Drop chicken only when fryer reads “DROP”.
Fryer recovery too slow.	Reference Equipment CSL recovery rate check procedure monthly. Contact maintenance if needed.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°C/33–40°F before breading.





PINKING

Possible Cause	Prevention
Water quality or temperature not correct at plant or supplier.	Plant or supplier issue. Contact local QA team.
Presence of nitrites or nitrates in water used for marination.	Ensure water in restaurant is using filters according to Yum! QA Standards.
Temperature abuse during marination, handling & storage.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Dry Marinade could have a presence of nitrites or nitrates.	Ensure Supplier is testing raw material for use in marinades and preventing cross contact in plant.





MARRIAGES

Possible Cause	Prevention
Hand Drop Method only: Chicken not separated properly at pre-alarm.	Separate pieces with round wire ladle at pre-alarm by gently making 3 passes under chicken from front to rear of cookpot.
Cooked more chicken than maximum quantity per round.	Do not exceed maximum head load according to fryer.
Basket Drop Method only: Chicken racked too closely together.	Make sure as much space as possible is between pieces.
Hand Drop Method only: Pieces dropped too closely together.	Drop pieces moving from back to front of fryer.
Chicken too large.	Use approved spec chicken only. If chicken appears too large, contact the local QA team.

ODD COLOR SPECKS

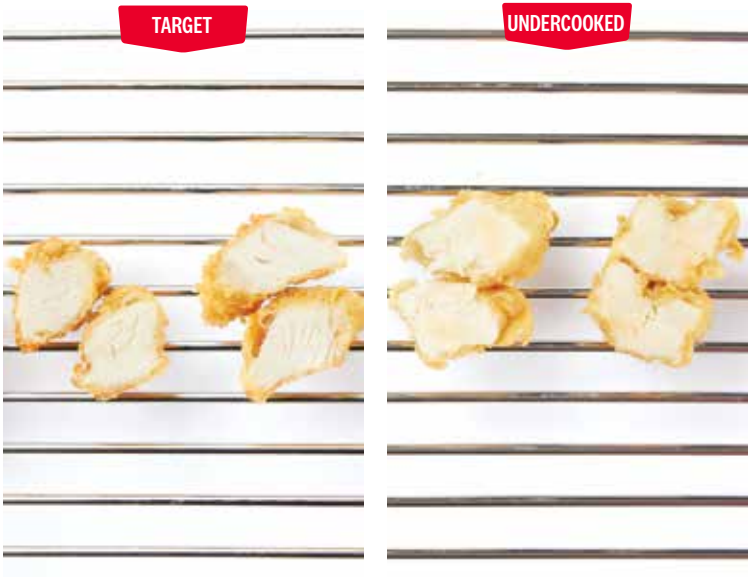
Possible Cause	Prevention
Cookpot not properly cleaned.	Ensure cookpot is thoroughly scraped and cleaned.
Stirred cracklings.	Do not stir cracklings.
Oil needs filtering.	Reference Product and Equipment CSL filtering procedure. Remove cracklings at least once daily.
Crackling ring not properly cleaned.	Thoroughly clean cookpot and crackling ring.
Not polished or polished without cleaning cookpot.	Ensure cookpot is scraped and cleaned during polish cycle.





UNDERCOOKED

Possible Cause	Prevention
Cooking too much chicken on a set point for a smaller load.	Use correct button for amount of chicken being cooked.
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken is between 1-4°/33–40°F prior to breading.
Morning startup procedure not followed.	Ensure proper fryer startup procedures are followed prior to cooking.
Incorrect set points used or incorrect cook quantity button selected.	Verify set points. Ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil level should be between fill lines, or at break in metal if using 18“ open fryer.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Cook time too short.	Verify set points. Ensure cook cycle is complete before removing chicken.
Chicken too large.	Use Approved Spec chicken only. If chicken appears too large, contact the local QA team.
Equipment malfunction (fryer, timer, recovery time).	Contact maintenance.



CHICKEN SHOULD REACH AN INTERNAL TEMPERATURE OF 80°C/175°F FOR BONELESS IMMEDIATELY AFTER BEING REMOVED FROM THE COOKER.





DRY MEAT

Possible Cause	Prevention
Cooked chicken held beyond discard time.	Ensure chicken is within proper hold time.
Holding cabinet temperature too high.	Ensure upright holding cabinet is 82°C/180°F; adjust radiant heat setting down on upper tier of display holding cabinet.
Oil temperature too high.	Verify Set Points. If correct, contact maintenance.
Cook time too long.	Verify Set Points.
Poor marinade pickup.	Ensure to follow marination procedure in product CSL. Contact Local QA to review marination process at supplier.



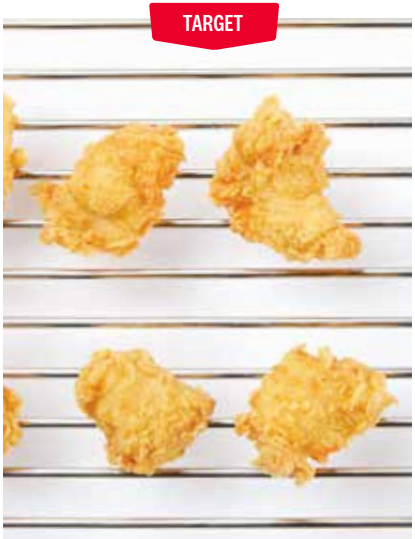


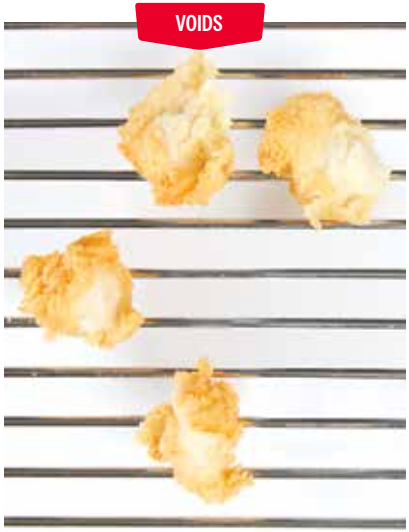
SMOOTH BREADING

Possible Cause	Prevention
Chicken breaded only once.	Ensure chicken is properly breaded twice.
Inadequate rolling/draining water after dip.	Draining 7 seconds and rolling at least 7 times creates a sticky surface needed to make the breading flaky.
Too much breading being knocked off.	Do not see-saw rocker basket too much.
Improper handling of cooked product.	Take care not to break breading off when handling pieces.
Breading product held too long prior to drop.	Press “EXIT COOL” button before starting breading process. Drop immediately after breading.
Seasoning mix not added to breading.	Ensure all components of breading mix are included and blended well.
Seasoning mix date expired.	Extra Tasty Crispy or Hot 'n Spicy™ Seasoning Mix must be within shelf life to create perfect product.

VOIDS/BARE SPOTS

Possible Cause	Prevention
Raw chicken temperature below 0°C/32°F before cooking.	Ensure chicken temperature is between 1-4°C/33-40°F prior to breading.
Not dipping chicken in dip water.	Make sure chicken is dipped in water before breading.
Breading is old or gritty.	Properly sift breading. Discard if still gritty.





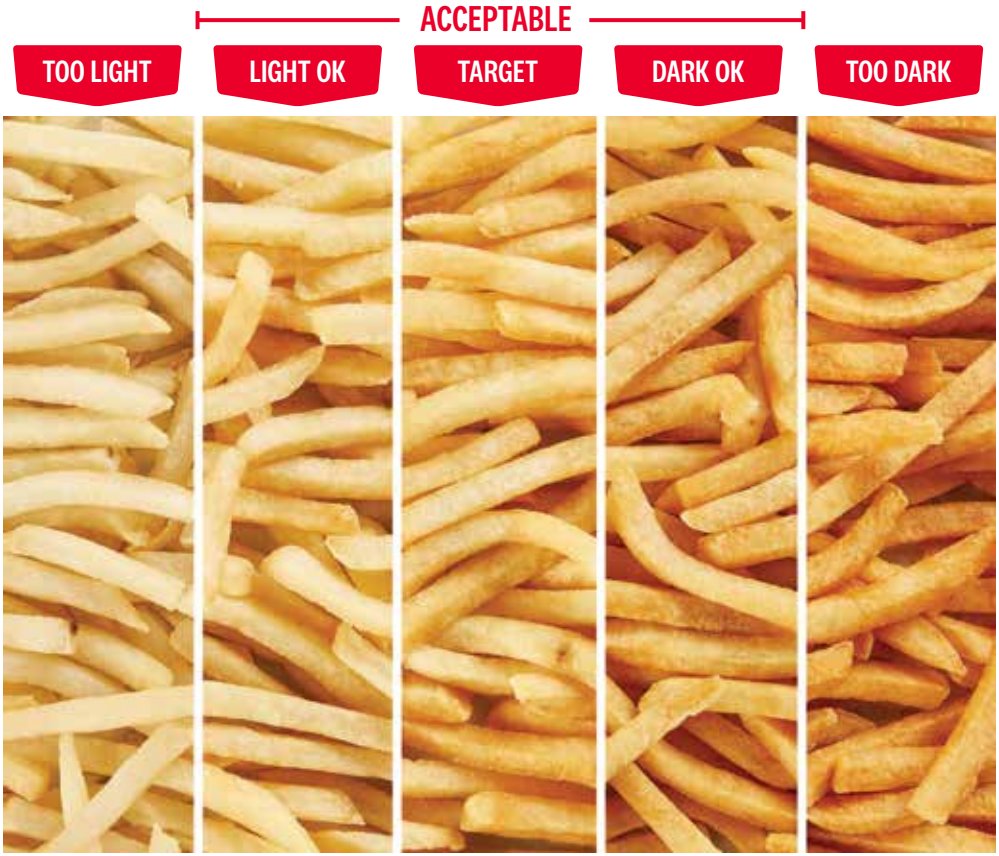
KFC French Fries are made from peeled potatoes, cut into straight strips and deep fried in shortening. When cooked, they are crisp and golden on the outside. The inside should look like, and have a texture of, a baked potato.

KFC

FRIES

QUALITY GUIDE

KFC FRIES COLOR CHART



TOO LIGHT

Possible Cause	Prevention
Not cooking using correct button.	Verify set points; ensure buttons are labeled correctly. Correct button must be pressed.
Oil level too low.	Oil should be between fill lines.
Fryer not at “DROP” temperature.	Press “EXIT COOL” button before Dropping fries. Only cook when fryer reads “DROP.”
Too many fries in one basket.	Ensure basket is filled halfway. Follow Product CSL procedures.
Oil temperature too low.	Verify set points. If correct, contact maintenance.
Sugar content too low.	Follow Standard product specification. Contact the local QA team.
Fryer/computer malfunction.	Contact maintenance.
Basket dropper after cooker started.	Follow Product CSL procedures.
Fries not shaken in basket after 30 seconds.	Check shake alarm to ensure programmed correctly.

TOO DARK

Possible Cause	Prevention
Oil used beyond discard time.	Discard oil if at or below quality standards.
Oil temperature too high.	Verify set points. If correct, contact maintenance.
Not cooking using correct button.	Verify set points. Ensure buttons are correctly labeled. Correct button must be pressed.
Cook time too long.	Verify set points.
Fries not frozen when cooked.	Keep fries frozen until cooked.
Fries thawed and refrozen.	Place unused portion back in freezer immediately.
Sugar content too high.	Follow Standard product specification. Contact the local QA team.
Fries par fried too long at vendor.	Follow Standard product specification. Contact the local QA team.





GREASY

Possible Cause	Prevention
Fries thawed before cooking.	Keep fries frozen until ready to cook.
Fries thawed and refrozen.	Place unused portion back in freezer immediately.
Fries rested over shortening before cook.	Follow Product CSL procedures.
Shortening beyond discard point.	Change shortening per Product CSL procedures
Incorrect cook time or temperature.	Verify set points.
Too many fries in basket.	Follow Maximum quantity per basket per Product CSL procedures.





LIMP

Possible Cause	Prevention
Fries thawed and refrozen.	Place unused portion back in freezer immediately.
Fries with low solid content used.	Follow Product CSL procedures.
Fries heaped up in dump.	Spread fries in thin; even layer in dump.
Fries held beyond discard time.	Follow Product CSL procedures.
Fries undercooked.	Follow Product CSL procedures.
Fries held in unapproved fry dump.	Follow Equipment CSL procedures.

INNER TEXTURE

Possible Cause	Prevention
Fries thawed before cooking	Keep fries frozen until ready to cook.
Fries thawed and refrozen.	Place unused portion back in freezer immediately.
Incorrect cook time or temperature.	Verify set points.
Too many fries in basket.	Follow Maximum quantity per basket per Product CSL procedures.
Fries out of specification.	Follow Product CSL specification. Contact the local QA team.

TARGET



HOLLOW



OVERCOOKED











DEFECTS

COLOR VARIATION

Pieces that have a notable difference in color from the predominant color of the batch.

Pieces that have color variations within the strip more or equal to 1/3rd of the strip.

Can be a result of over drying or improper sugar leaching.

SUGAR ENDS

Pieces that have a notable dark color in one or both of the ends and in 2 or more sides.

The coloration cover more than 1/4 inch, less than 1/2 inch.

Raw material being received did not meet the requirements for the product due to tuber stress.

SUGAR TIPS

Pieces that have a notable dark color in one or both of the ends and in 2 or more sides.

The coloration covering a 1/4 inch or less.

Broken or cut ends can absorb more dextrose from the sugar dip.

Possible Cause	Prevention
Fries out of specification.	Follow Product Specification. Contact the local QA team.









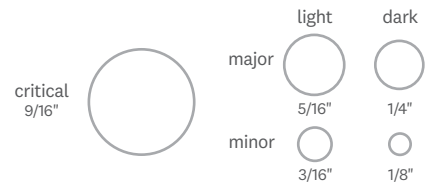
DEFECTS

LIGHT	DARK	CRITICAL
Any light brown surface or internal discoloration that fill the hole 3/16 inch in diameter, but less than 5/16 inch in diameter. - Are Minor. Any light brown surface or internal discoloration that fill the hole 5/16 inch in diameter. - Are Major.	Any dark brown surface or internal discoloration equal to or greater than 1/8 inch in diameter but less than 1/4 inch - Are Minor. Any dark brown surface or internal discoloration that fill the hole 1/4 inch in diameter. - Are Major.	Any light brown surface or dark brown surface or internal discoloration greater than 9/16 inch in diameter.

Possible Cause	Prevention
Fries out of specification.	Follow Product Specification. Contact the local QA team.
High defect levels in raw product, due to automatic defect removal system failure	Follow Product Specification. Contact the local QA team.

DEFECTS

Hold fry on top of circle to measure defect size.





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