INDEPENDENT DESKTOP VALIDATION

Gravity Operational Validation & Release-Readiness Report

Beginner usability, tool completeness, workflow continuity, cross-system integration, and stress-test review.

Validation date: August 10, 2026 | Status: Conditionally release-ready pending field pilot

THE GRAVITY RESTAURANT LEADERSHIP SYSTEM

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Executive Finding

The seven-system collection passed the complete desktop operational validation. All 210 coded tools contain the minimum operating controls needed to produce an accountable management record. One system-level usability gap was confirmed: the combined collection lacked one authoritative starting point explaining system selection, implementation order, and cross-system handoffs. The new Gravity System Master Quick Start & Integration Guide closes that gap.

What Was Tested

- Beginner navigation and identification of the correct starting file.
- All 210 tool records across the seven systems.
- Owner, frequency, purpose, action/closeout, evidence/review, time control, and version-control coverage.
- Representative guest, profitability, standards, emergency, growth, manager-development, and implementation workflows.
- Cross-system ownership, handoffs, escalation boundaries, and qualified-review limits.
- Stress conditions including incomplete records, short staffing, leadership turnover, technology failure, multi-location use, and conflicting priorities.

Measured Results

Test	Result	Assessment
Systems reviewed	7	Pass
Tools reviewed	210	Pass
Tools with named owner	210	210 of 210
Tools with frequency/trigger	210	210 of 210
Tools with defined purpose	210	210 of 210
Tools with action/closeout control	210	210 of 210
Tools with review/evidence control	210	210 of 210
Tools with time control	210	210 of 210
Tools with version/control note	210	210 of 210
Minimum operational fields in any tool	16	Pass
Minimum structured sections in any tool	4	Pass

Operational Findings

ID	Severity	Finding	Disposition
OV-01	Material usability	No master starting point connected the seven packages for a first-time customer.	Corrected by creating the Master Quick Start & Integration Guide.
OV-02	Field validation	Desktop review cannot prove that different restaurant teams will interpret and complete every tool consistently under real operating pressure.	Requires a controlled restaurant pilot; not a file defect.
OV-03	Professional review	Jurisdiction-dependent legal, employment, food-safety, privacy, financial, insurance, and emergency requirements cannot be universally certified by editorial review.	Maintain disclaimers and obtain qualified review for the release market.

Workflow Simulation Results

Scenario	Result	Control conclusion
Guest complaint and recovery	Pass	Facts, authority, action, follow-up, pattern review, and corrective action form a complete loop.
Profit decline	Pass	Source validation precedes diagnosis; improvement actions require ownership and result verification.
Standards change	Pass with master handoff	Authority, version, change control, implementation, and post-implementation verification are covered.
Emergency disruption	Pass	Activation, immediate response, continuity, loss documentation, recovery, reopening, and after-action controls are present.
Growth campaign	Pass with master handoff	Strategy, guardrails, economics, capacity, conversion, results, and guest-permission boundaries are now explicitly connected.
Manager performance gap	Pass	Role clarity, evidence, coaching/support, review, capability, and qualified-review boundaries are present.
System implementation	Pass	The seven-step GRV-IV path closes the loop from goal definition through renewal.

Stress-Test Conclusions

Condition	System response	Assessment
Short staffing	Role coverage, priority, capacity, minimum operations, escalation, and controlled rollout tools are available.	Pass; local staffing limits must be entered.
Incomplete records	Evidence review, gap analysis, exception, corrective action, and audit controls prevent unsupported certification.	Pass.
Untrained manager	Role charter, readiness assessment, learning plan, trainer control, competency record, and support plan form a complete response.	Pass.
Leadership turnover	Ownership maps, role coverage, controlled records, system registry, and sustainment plans preserve continuity.	Pass if records are maintained.
Technology failure	Manual workarounds, technology recovery, continuity strategies, and incident logs are provided.	Pass; site-specific recovery details required.

Multiple locations	System ownership, standards control, replication test, configuration, pilots, and evidence sampling support staged deployment.	Pass; each location requires local configuration.
Conflicting priorities	Risk/readiness, priority sequencing, sponsor decisions, decision rights, and escalation matrices provide governance.	Pass.

Release Decision

Desktop operational decision: RELEASE-READY after inclusion of the Master Quick Start & Integration Guide. Commercial claims should not state that the systems guarantee legal compliance, financial results, safety, or successful adoption. The only validation still unavailable without an operating restaurant is human field performance.

Required Field Pilot Before a 100% Claim

1. Select one restaurant and one material operating problem.
2. Use the master guide and relevant system without direct explanation from the author.
3. Record every user question, abandoned field, interpretation difference, and workaround.
4. Measure tool completion, timeliness, decision quality, adoption, and business outcome for 30 days.
5. Correct repeated confusion, rerun the affected workflow, and retain pilot evidence.

Tool-Level Audit Register

Each tool below passed the seven minimum desktop controls: owner, trigger/frequency, purpose, action/closeout, evidence/review, time control, and controlled-version note.

Guest Relationship & Retention

Tool	Name	Owner	Frequency	Result
GRV-R01	Guest Contact & Consent Record	Manager	At capture and change	Pass
GRV-R02	Guest Profile & Preference Record	Manager	As learned or confirmed	Pass
GRV-R03	Regular Guest Recognition List	GM	Weekly	Pass
GRV-R04	VIP Guest Management Log	GM/Owner	As needed	Pass
GRV-R05	Special Occasion Calendar	Manager	Weekly	Pass
GRV-R06	Dietary Preference & Allergy Note	Manager	At disclosure and each visit	Pass
GRV-R07	Guest Feedback & Concern Record	Manager on Duty	At occurrence	Pass
GRV-R08	Service Recovery Decision Matrix	GM	Quarterly review	Pass
GRV-R09	Guest Recovery Authorization Guide	Owner/GM	Quarterly review	Pass
GRV-R10	Recovery Action Record	Manager on Duty	At occurrence	Pass
GRV-R11	Recovery Follow-Up Tracker	Assigned Manager	Daily until closed	Pass
GRV-R12	Repeat Concern Pattern Log	GM	Weekly	Pass

GRV-R13	Visit & Engagement Log	Manager	At visit or contact	Pass
GRV-R14	Lapsed Guest Identification List	CRM Owner	Monthly	Pass
GRV-R15	Guest Reactivation Planner	CRM Owner	Monthly	Pass
GRV-R16	Guest Return Verification Log	Manager	At return	Pass
GRV-R17	Loyalty Offer Planning Worksheet	GM/Marketing Owner	Per offer	Pass
GRV-R18	Loyalty Offer Redemption Tracker	Marketing Owner	Per campaign	Pass
GRV-R19	Campaign Planning Brief	Marketing Owner	Per campaign	Pass
GRV-R20	Campaign Calendar	Marketing Owner	Monthly	Pass
GRV-R21	Campaign Contact & Suppression List	CRM Owner	Before every send	Pass
GRV-R22	Campaign Results Tracker	Marketing Owner	Per campaign	Pass
GRV-R23	Review Request Log	Manager	As approved	Pass
GRV-R24	Online Review Response & Escalation Log	GM	Daily	Pass
GRV-R25	Private Dining Lead Form	Sales/Event Owner	At inquiry	Pass
GRV-R26	Catering Inquiry Tracker	Sales/Event Owner	At inquiry	Pass
GRV-R27	Large-Party Follow-Up Log	Manager/Event Owner	Per event	Pass
GRV-R28	Weekly Guest Relationship Review	GM	Weekly	Pass
GRV-R29	Monthly Guest Retention Scorecard	GM/Owner	Monthly	Pass
GRV-R30	Guest Relationship Corrective Action Log	GM	Weekly	Pass

Restaurant Performance & Profitability

Tool	Name	Owner	Frequency	Result
GRV-P01	Profitability Data Source Map	GM/Finance Owner	Quarterly and at change	Pass
GRV-P02	Account & Category Mapping Worksheet	Finance Owner	At setup and change	Pass
GRV-P03	Weekly Profitability Snapshot	GM	Weekly	Pass
GRV-P04	Monthly Operating Statement Review	Owner/GM	Monthly	Pass
GRV-P05	Break-Even Sales Calculator	Owner/Finance Owner	Monthly and before major change	Pass
GRV-P06	Recipe Cost Input Verification	Chef/Cost Owner	Monthly and at recipe change	Pass
GRV-P07	Menu Item Contribution Worksheet	Chef/GM	Monthly and at price change	Pass
GRV-P08	Menu Sales Mix Tracker	GM	Monthly	Pass
GRV-P09	Menu Engineering Classification Matrix	GM/Chef	Monthly or quarterly	Pass
GRV-P10	Menu Price Change Decision Worksheet	Owner/GM	Per proposed change	Pass
GRV-P11	Menu Item Action & Retest Log	GM/Chef	Monthly	Pass
GRV-P12	Daily Sales & Guest Count Tracker	Manager	Daily	Pass
GRV-P13	Daypart Performance Scorecard	GM	Weekly	Pass
GRV-P14	Sales Forecast Accuracy Tracker	GM	Weekly	Pass
GRV-P15	Average Check & Mix Analysis	GM	Weekly or monthly	Pass
GRV-P16	Capacity & Seat Utilization Review	GM	Weekly	Pass
GRV-P17	Channel Profitability Worksheet	GM/Finance Owner	Monthly	Pass
GRV-P18	Third-Party Delivery Economics Review	Owner/GM	Monthly and at contract change	Pass
GRV-P19	Promotion & Discount Profitability Planner	GM/Marketing Owner	Per offer	Pass
GRV-P20	Offer Redemption & Incremental Margin Tracker	Marketing Owner	Per offer	Pass

GRV-P21	Catering & Event Profitability Review	Event Owner/GM	Per event	Pass
GRV-P22	Discounts, Comps, Voids & Refunds Log	Manager on Duty	Daily	Pass
GRV-P23	Revenue Leakage Pattern Review	GM	Weekly	Pass
GRV-P24	Price Override & Exception Authorization	Owner/GM	Quarterly and at change	Pass
GRV-P25	Cash & Deposit Variance Escalation Log	GM/Finance Owner	At exception	Pass
GRV-P26	Weekly Profitability Review	GM	Weekly	Pass
GRV-P27	Monthly Performance Scorecard	Owner/GM	Monthly	Pass
GRV-P28	Profit Improvement Action Plan	GM	Per initiative	Pass
GRV-P29	90-Day Profit Improvement Plan	Owner/GM	Quarterly	Pass
GRV-P30	Profitability Corrective Action Log	GM	Weekly	Pass

Standards & Intelligence Center

Tool	Name	Owner	Frequency	Result
GRV-I01	System Registry & Ownership Map	Owner/GM	Quarterly and at change	Pass
GRV-I02	Standards Hierarchy & Authority Matrix	Owner/GM	Annual and at change	Pass
GRV-I03	Controlled Document Master Register	Standards Owner	Monthly	Pass
GRV-I04	Version History & Release Record	Standards Owner	Per release	Pass
GRV-I05	Archive & Replacement Authorization	Owner/GM	Per retirement	Pass
GRV-I06	External Intelligence Source Register	Intelligence Owner	Monthly	Pass
GRV-I07	Regulatory & Legal Change Monitor	Owner/Compliance Lead	Monthly and at alert	Pass
GRV-I08	Industry & Consumer Trend Brief	GM/Strategy Owner	Quarterly	Pass
GRV-I09	Technology & Platform Change Brief	Technology Owner	Monthly and at notice	Pass
GRV-I10	Food Safety & Public Health Intelligence Brief	Food Safety Owner	Monthly and at alert	Pass
GRV-I11	Cybersecurity Baseline Assessment	Owner/Technology Lead	Quarterly	Pass
GRV-I12	Data Privacy & Consent Review	Privacy Owner	Quarterly and at change	Pass
GRV-I13	AI Use Case & Risk Review	Owner/AI Lead	Per use case	Pass
GRV-I14	Vendor & System Risk Review	Owner/Technology Lead	Annual and before contract	Pass
GRV-I15	Accessibility & Inclusion Review	Owner/GM	Annual and at change	Pass
GRV-I16	Gravity Standard Requirement Record	Standards Owner	Per requirement	Pass
GRV-I17	Evidence & Traceability Log	System Owner	At review	Pass
GRV-I18	Exception & Deviation Request	Owner/GM	Per exception	Pass
GRV-I19	Standard Conformance Audit	Independent Reviewer	Quarterly	Pass
GRV-I20	Cross-System Control Test	GM/Systems Lead	Quarterly	Pass
GRV-I21	System Health Scorecard	Owner/GM	Monthly	Pass
GRV-I22	Tool Adoption & Completion Review	GM/System Owners	Monthly	Pass
GRV-I23	Training Currency & Competency Review	Training Owner	Monthly	Pass
GRV-I24	Incident & Signal Pattern Review	GM/Risk Owner	Monthly	Pass
GRV-I25	Gravity 90-Day Maturity Assessment	Owner/GM	Every 90 days	Pass
GRV-I26	Standards & Intelligence Review Agenda	Intelligence Owner	Monthly	Pass
GRV-I27	Change Impact Assessment	Change Owner	Per change	Pass
GRV-I28	Controlled Change Implementation Plan	Change Owner	Per approved change	Pass
GRV-I29	Post-Implementation Verification	Independent Reviewer	After implementation	Pass

GRV-I30	Annual Standards Renewal & 180-Day Roadmap	Owner/GM	Annual with 180-day reset	Pass

Risk & Continuity

Tool	Name	Owner	Frequency	Result
GRV-RC01	Enterprise Risk Register	Owner/GM	Monthly and at change	Pass
GRV-RC02	Risk Appetite & Escalation Matrix	Owner/GM	Annual and at change	Pass
GRV-RC03	Risk Ownership & Accountability Map	Owner/GM	Quarterly	Pass
GRV-RC04	Critical Incident Threshold & Activation Guide	GM/Incident Lead	Quarterly and after incident	Pass
GRV-RC05	Insurance, Contract & External Support Register	Owner/Finance Lead	Quarterly	Pass
GRV-RC06	Critical Operations Inventory	GM/Operations Lead	Quarterly	Pass
GRV-RC07	Business Impact Analysis	GM/Finance Lead	Annual and at change	Pass
GRV-RC08	Dependency & Single-Point-of-Failure Map	Operations Lead	Quarterly	Pass
GRV-RC09	Critical Supplier & Utility Continuity Review	Operations/Purchasing	Quarterly	Pass
GRV-RC10	Technology, Data & Payment Recovery Requirements	Technology/Finance Lead	Quarterly	Pass
GRV-RC11	Emergency Action Plan	GM/Safety Lead	Annual and at change	Pass
GRV-RC12	Life Safety & Evacuation Plan	Safety Lead	Every 6 months and at change	Pass
GRV-RC13	Severe Weather & Shelter Plan	Manager on Duty	Seasonally and after drill	Pass
GRV-RC14	Fire, Utility Loss & Facility Emergency Plan	Manager on Duty	Every 6 months	Pass
GRV-RC15	Food Safety, Contamination & Product Withdrawal Response	Food Safety Lead	Quarterly and at incident	Pass
GRV-RC16	Continuity Strategy & Minimum Operations Plan	Owner/GM	Quarterly	Pass
GRV-RC17	Backup Leadership & Role Coverage Plan	Owner/GM	Monthly	Pass
GRV-RC18	Emergency Staffing & Contact Tree	GM/People Lead	Monthly and at change	Pass
GRV-RC19	Crisis Communication & Stakeholder Plan	Owner/ Communications Lead	Quarterly	Pass
GRV-RC20	Alternate Site, Manual Workaround & Resource Plan	Operations Lead	Quarterly	Pass
GRV-RC21	Incident Command & Decision Log	Incident Lead	Per incident	Pass
GRV-	Damage, Loss & Initial Recovery Assessment	Incident/Finance Lead	Per incident	Pass

RC22				
GRV-RC23	Technology/Data Disaster Recovery Runbook	Technology Lead	Every 6 months and at incident	Pass
GRV-RC24	Phased Restart & Reopening Plan	Owner/GM	Per restart and annual drill	Pass
GRV-RC25	Recovery Financial & Documentation Log	Finance Lead	Per incident through closure	Pass
GRV-RC26	Tabletop Exercise Planner	Continuity Lead	Quarterly	Pass
GRV-RC27	Continuity Test & Drill Evaluation	Independent Evaluator	Per exercise	Pass
GRV-RC28	After-Action Review	Incident/Exercise Lead	Within 10 business days	Pass
GRV-RC29	Corrective Action & Readiness Scorecard	Owner/GM	Monthly	Pass
GRV-RC30	Annual Risk & Continuity Renewal & 180-Day Roadmap	Owner/GM	Annual with 180-day reset	Pass

Growth & Sales Building

Tool	Name	Owner	Frequency	Result
GRV-G01	Growth Baseline & Opportunity Audit	GM/Owner	Quarterly	Pass
GRV-G02	Market & Trade Area Profile	Growth Owner	Semiannual	Pass
GRV-G03	Guest Segment & Occasion Map	Growth Owner	Quarterly	Pass
GRV-G04	Competitive Position & Differentiation Review	GM/Owner	Quarterly	Pass
GRV-G05	Annual Growth Strategy & Revenue Goal Map	Owner/GM	Annual; monthly review	Pass
GRV-G06	Local Visibility & Discovery Audit	Growth Owner	Monthly	Pass
GRV-G07	Local Listing & Search Presence Control	Digital Owner	Monthly and at change	Pass
GRV-G08	Reputation & Review Growth Plan	GM/Growth Owner	Monthly	Pass
GRV-G09	Local Content & Promotion Calendar	Marketing Owner	Monthly	Pass
GRV-G10	Community Presence & Local Outreach Planner	GM/Growth Owner	Monthly	Pass
GRV-G11	Sales Channel & Opportunity Pipeline	Sales Owner	Weekly	Pass
GRV-G12	Lead Qualification & Priority Worksheet	Sales Owner	At qualification	Pass
GRV-G13	Sales Conversation & Needs Discovery Guide	Sales/Event Owner	Per qualified opportunity	Pass
GRV-G14	Proposal, Quote & Follow-Up Planner	Sales/Event Owner	Per proposal	Pass
GRV-G15	Lost Sale, Objection & Conversion Review	Sales Owner	Weekly/monthly	Pass
GRV-G16	Offer Strategy & Guardrail Worksheet	GM/Growth Owner	Per offer	Pass
GRV-G17	Campaign Brief & Approval Plan	Marketing Owner	Per campaign	Pass
GRV-G18	Channel-Specific Campaign Planner	Marketing Owner	Per channel/campaign	Pass
GRV-G19	Conversion Path & Landing Experience Review	Growth/Digital Owner	Per campaign; quarterly	Pass
GRV-G20	Campaign Results & Next-Best-Action Review	Growth Owner	Per campaign	Pass
GRV-G21	Catering Sales Development Plan	Catering Owner	Quarterly	Pass
GRV-G22	Private Dining & Event Sales Planner	Event Owner	Weekly	Pass

GRV-G23	Local Business & Organizational Account Plan	Sales Owner	Monthly	Pass
GRV-G24	Community Partnership & Sponsorship Review	GM/Owner	Per opportunity	Pass
GRV-G25	Referral & Strategic Alliance Plan	Growth Owner	Quarterly	Pass
GRV-G26	Weekly Growth & Sales Review	GM/Growth Owner	Weekly	Pass
GRV-G27	Growth Funnel & Conversion Scorecard	Growth Analyst/GM	Monthly	Pass
GRV-G28	Growth Experiment & Learning Log	Growth Owner	Per experiment	Pass
GRV-G29	Scalable Growth Playbook & Replication Test	Owner/Operations	Per scale decision	Pass
GRV-G30	Annual Growth Renewal & 180-Day Roadmap	Owner/GM	Annual	Pass

Manager Development

Tool	Name	Owner	Frequency	Result
GRV-M01	Manager Role & Decision Rights Charter	Owner/GM	At appointment; annual	Pass
GRV-M02	Manager Readiness & Evidence Assessment	GM/People Owner	At selection; semiannual	Pass
GRV-M03	First 90 Days Manager Ramp Plan	GM/Manager Coach	At appointment	Pass
GRV-M04	Manager Standards & Conduct Commitment	GM/People Owner	At appointment; annual	Pass
GRV-M05	Manager Development Agreement & Goals	Manager/Coach	Quarterly	Pass
GRV-M06	Self-Awareness & Leadership Impact Review	Manager/Coach	Quarterly	Pass
GRV-M07	Trigger, Pressure & Response Plan	Manager	Quarterly; after event	Pass
GRV-M08	Decision Quality & Escalation Worksheet	Manager	Per material decision	Pass
GRV-M09	Time, Attention & Priority Control	Manager	Weekly	Pass
GRV-M10	Manager Learning & Reflection Log	Manager/Coach	Weekly	Pass
GRV-M11	One-on-One Meeting Guide	Manager	Biweekly/monthly	Pass
GRV-M12	Active Listening & Understanding Check	Manager	Per significant conversation	Pass
GRV-M13	Clear Direction & Expectation Planner	Manager	Per assignment/change	Pass
GRV-M14	Difficult Conversation Preparation	Manager/People Owner	Per conversation	Pass
GRV-M15	Conflict Navigation & Repair Plan	Manager/GM	Per conflict	Pass
GRV-M16	Observation & Evidence Record	Manager	Per observation	Pass
GRV-M17	Coaching Conversation Planner	Manager/Coach	Per coaching cycle	Pass
GRV-M18	Feedback Quality & Follow-Through Review	Manager/Coach	Monthly	Pass
GRV-M19	Performance Expectation & Support Plan	Manager/People Owner	Per approved need	Pass
GRV-M20	Recognition & Reinforcement Planner	Manager	Weekly/monthly	Pass
GRV-M21	Delegation & Decision Handoff	Manager	Per delegation	Pass
GRV-M22	Pre-Shift Leadership Brief	Shift Manager	Each shift	Pass
GRV-M23	Manager Meeting & Decision Record	GM/Chair	Weekly	Pass
GRV-M24	Team Climate & Speak-Up Review	GM/People Owner	Monthly/quarterly	Pass
GRV-M25	Cross-Functional Handoff & Alignment Plan	GM/Manager	Per recurring handoff	Pass
GRV-M26	Weekly Manager Development Review	GM/Manager Coach	Weekly	Pass
GRV-M27	Manager Capability Scorecard	GM/People Owner	Monthly/quarterly	Pass
GRV-M28	Successor & Bench Strength Map	Owner/GM	Quarterly	Pass
GRV-M29	Manager Practice Experiment & Learning Log	Manager/Coach	Per experiment	Pass
GRV-M30	Annual Manager Development Renewal &	Owner/GM	Annual	Pass

	180-Day Roadmap			

Implementation & Verification

Tool	Name	Owner	Frequency	Result
GRV-IV01	Goal & Outcome Charter	Executive Sponsor	Per implementation	Pass
GRV-IV02	Stakeholder & Decision Owner Map	Implementation Lead	Per implementation; update on change	Pass
GRV-IV03	Scope, Boundary & Dependency Record	Implementation Lead	At charter; on change	Pass
GRV-IV04	Implementation Case & Success Measures	Sponsor/Finance Owner	At approval; quarterly	Pass
GRV-IV05	Current-State Evidence Review	System Owner	At baseline; major review	Pass
GRV-IV06	Gap, Cause & Constraint Analysis	Implementation Lead	Per material gap	Pass
GRV-IV07	Risk, Barrier & Readiness Assessment	Risk/System Owner	Before design and launch	Pass
GRV-IV08	Priority & Sequencing Decision	Sponsor/ Implementation Lead	At planning; on material change	Pass
GRV-IV09	Standard Definition & Acceptance Criteria	System Owner	Before build; on revision	Pass
GRV-IV10	Source Authority & Version Control Record	Standards Owner	Per controlled standard	Pass
GRV-IV11	Evidence, Measurement & Sampling Plan	Verification Lead	Before pilot; on measure change	Pass
GRV-IV12	Approval, Exception & Change-Control Plan	Change Authority	Before launch; per change	Pass
GRV-IV13	Process & Control Design Map	Process Owner	During design; annual	Pass
GRV-IV14	Ownership, RACI & Escalation Matrix	Implementation Lead	Before pilot; on role change	Pass
GRV-IV15	Resource, Capacity & Budget Readiness	Sponsor/Resource Owners	Before pilot and launch	Pass
GRV-IV16	Tool, Form & Record Configuration	System/Records Owner	Before pilot; on change	Pass
GRV-IV17	Pilot & Prelaunch Readiness Review	Sponsor/Verification Lead	Before launch	Pass
GRV-IV18	Role-Based Learning & Communication Plan	Training/ Communication Owner	Before rollout; on change	Pass
GRV-IV19	Trainer Readiness & Delivery Control	Training Owner	Before each delivery cycle	Pass
GRV-IV20	Practice, Demonstration & Competency Record	Trainer/System Owner	Per required competency	Pass
GRV-IV21	Support, Reinforcement & Adoption Plan	Manager/System Owner	At rollout; weekly until stable	Pass
GRV-IV22	Launch & Controlled Rollout Plan	Implementation Lead	Per rollout	Pass
GRV-IV23	Daily/Weekly Implementation Control	System Owner	Daily/weekly during rollout	Pass
GRV-IV24	Observation & Adoption Verification	Verification Lead	Per sample plan	Pass
GRV-IV25	Issue, Exception & Corrective Action Record	System Owner	Per issue or exception	Pass
GRV-IV26	Internal Audit & Evidence Review	Audit/Verification Lead	Quarterly/annual; risk-based	Pass
GRV-IV27	Effectiveness & Outcome Verification	Sponsor/System Owner	At milestone; quarterly	Pass
GRV-IV28	Readiness Certification & Management Sign-Off	Executive Sponsor	At gate; annual renewal	Pass
GRV-IV29	Sustainment, Review & Improvement Plan	System Owner	At handoff; quarterly	Pass
GRV-IV30	Annual System Renewal & 180-Day Roadmap	Executive Sponsor	Annual	Pass

THE GRAVITY RESTAURANT LEADERSHIP SYSTEM

THE FOUNDING YEAR

USE IT. TEST IT. TELL US THE TRUTH.

Published by Thomas Monroe Books

THE FOUNDING YEAR PROMISE

Every finished digital Gravity System product released on ThomasMonroeBooks.com is available at no cost through October 1, 2027. Registration is required before digital downloads. No purchase, donation, credit card, paid subscription, or positive review is required. Physical supplies, if offered later, remain optional.

WHY THIS YEAR EXISTS

Gravity is being released into real restaurant work so owners, managers, trainers, and team leaders can help prove what is useful, what is unclear, and what should improve next.

Free access is not a request for praise. It is an invitation to use the material honestly and report what actually happened.

THE FEEDBACK THAT HELPS MOST

- What you used and the problem you were trying to solve
- What worked well in actual restaurant conditions
- What felt confusing, repetitive, incomplete, or impractical
- What changed after the tool, book, or system was used
- What would make the next revision more useful

WHY REVIEWS MATTER

Positive, mixed, and critical reviews are all useful. A specific review helps another restaurant decide where to begin, helps Gravity identify which tools create real value, and helps future revisions become clearer and more practical. You never owe us a favorable rating.

SHARE YOUR EXPERIENCE

Public review: thomasmonroebooks.com/review

Private feedback: thomasmonroebooks.com/contact

Please do not include guest, employee, financial, or other confidential information.

Always use the current version. Product updates and revision notes are posted at thomasmonroebooks.com/releases.

HOW THE FOUNDING YEAR IMPROVES THE SYSTEM

1. **USE** — Apply the current product in real restaurant work.
2. **REPORT** — Share the result, the friction, and what is missing.
3. **IMPROVE** — Gravity uses the evidence to strengthen the next revision.