<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>Affirmative Action</td>
</tr>
<tr>
<td>AACM</td>
<td>African American Consumer Market</td>
</tr>
<tr>
<td>ABC</td>
<td>Activity-Based Costing</td>
</tr>
<tr>
<td>ABR</td>
<td>Automated Business Review</td>
</tr>
<tr>
<td>ABS</td>
<td>Automatic Beverage System</td>
</tr>
<tr>
<td>AC or A/C</td>
<td>Average Check</td>
</tr>
<tr>
<td>ACD</td>
<td>Automated Call Distribution</td>
</tr>
<tr>
<td>ACH</td>
<td>Automated Clearinghouse</td>
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<tr>
<td>ACL</td>
<td>Access Control List</td>
</tr>
<tr>
<td>ACM</td>
<td>Accountability Model</td>
</tr>
<tr>
<td>ACM</td>
<td>Area Construction Manager</td>
</tr>
<tr>
<td>ACM</td>
<td>Asian Consumer Market</td>
</tr>
<tr>
<td>ACS</td>
<td>Affiliated Computer Services</td>
</tr>
<tr>
<td>ACT</td>
<td>ACTivated</td>
</tr>
<tr>
<td>AD</td>
<td>Active Directory</td>
</tr>
<tr>
<td>ADB</td>
<td>All Day breakfast</td>
</tr>
<tr>
<td>ADA</td>
<td>Americans with Disabilities Act</td>
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<tr>
<td>ADCS</td>
<td>Active Directory Certificate Services</td>
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<tr>
<td>ADDS</td>
<td>Active Directory Domain Services</td>
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<tr>
<td>ADFS</td>
<td>Active Directory File System</td>
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<tr>
<td>ADID</td>
<td>Active Directory IDentification</td>
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<tr>
<td>ADM</td>
<td>Application Development and Maintenance</td>
</tr>
<tr>
<td>ADM</td>
<td>Azure Data Movement</td>
</tr>
<tr>
<td>ADP</td>
<td>Accelerated Development Program</td>
</tr>
<tr>
<td>ADPL</td>
<td>Accelerated Deployment Plan Lead (person)</td>
</tr>
<tr>
<td>ADP.Net</td>
<td>ActiveX Data Objects for .NET</td>
</tr>
<tr>
<td>ADRMS</td>
<td>Active Directory Rights Management Services</td>
</tr>
<tr>
<td>ADS</td>
<td>Average Daily Shipments</td>
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<tr>
<td>ADT</td>
<td>Average Daily Traffic</td>
</tr>
<tr>
<td>ADU</td>
<td>Average Daily Units</td>
</tr>
<tr>
<td>ADUC</td>
<td>Active Directory Users and Computers (window)</td>
</tr>
<tr>
<td>AEC</td>
<td>Architecture/Engineering/Construction/Computer Systems</td>
</tr>
<tr>
<td>AEN</td>
<td>Asian Employee Network</td>
</tr>
<tr>
<td>AES</td>
<td>Advanced Encryption Standard</td>
</tr>
<tr>
<td>AET</td>
<td>Agency EID Tool (eID Management)</td>
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<tr>
<td>AFIT</td>
<td>APMEA Food Improvement Team</td>
</tr>
<tr>
<td>AGT</td>
<td>Assessment Grading Tool</td>
</tr>
<tr>
<td>AHU</td>
<td>Average Hourly Unit</td>
</tr>
<tr>
<td>AI</td>
<td>Assembly Item</td>
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<tr>
<td>AJCC</td>
<td>All Japan Crew Contest</td>
</tr>
<tr>
<td>ALC</td>
<td>APMEA Logistics Council</td>
</tr>
<tr>
<td>ALDP</td>
<td>APMEA Leadership Development Program</td>
</tr>
<tr>
<td>AMA</td>
<td>American Marketing Association</td>
</tr>
<tr>
<td>AMCD</td>
<td>AccessMCD</td>
</tr>
<tr>
<td>AMD</td>
<td>Area Managing Director</td>
</tr>
<tr>
<td>AMD</td>
<td>Area Market Developer</td>
</tr>
<tr>
<td>AMO</td>
<td>Another Most Often</td>
</tr>
<tr>
<td>AMO</td>
<td>Application Management Organization</td>
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<tr>
<td>AMO</td>
<td>Application Management Office</td>
</tr>
<tr>
<td>AMOA</td>
<td>Asian McDonald's Operator Association</td>
</tr>
<tr>
<td>AMS</td>
<td>Accounting Management System</td>
</tr>
<tr>
<td>AMWF</td>
<td>Asset Management Workflow</td>
</tr>
<tr>
<td>ANT</td>
<td>Audio Notification Tool</td>
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<tr>
<td>AOC</td>
<td>Advanced Operations Course</td>
</tr>
<tr>
<td>AOS</td>
<td>Automated Ordering System</td>
</tr>
</tbody>
</table>
AOW: Area of the World
AP: Accounts Payable
AP: Access Point
AP: Application Server
API: Application Programming Interface
APMEA: Asia, Pacific, Middle East and Africa
APMEN: Asia, Pacific Middle East Network
APREST: Asia Pacific RESTaurant
APSD: All Purpose Sweetener Dispenser
APO: Annual Performance Objectives
APR: Asia Pacific Region
APT: Administrative Professionals Training
AR: Accounts Receivable
AS: Authentication Service
ASA: Authorized Service Agent
ASL: Authorized Signers List
ASL: Audio Sequencing Lead (Audio Remediation)
ASM: Advanced Shift Management
ASMC: Advance Shift Management Course
ASN: Advanced Shipping Notice
ASOY: Adult Support of Youth-Advertise Child Program of Adult Programs
ASP: Application Service Provider
ASR: Automated System Recovery
ASR: Advance Smart Routing
AST: Advertised Sales Test
AT: Accounting Tools
ATCQ/BTCQ: Across the Counter/Behind the Counter Quality
ATD: Accelerated Technology Deployment
ATDP: Accelerated Technology Deployment Project (or Program)
ATS: Appropriate Tracking System
AV: Audio-Visual
AVP: Assistant Vice President
AVR: Average Hourly Rate
AWA: Alternative Work Approach
AWB: Agent WorkBench
AWS: AT&T Wi-Fi Services
AWS: AT&T Wireless Services
B
B&C: Benefit & Compensation
B/W: Better or Worse
B2B: Business to Business
B2C: Book to Collect (MBS Core Team)
B2R: Book to Report (MBS Core Team)
BA: Business Analyst
BABOK: Business Analyst Body of Knowledge
BAM: Breakfast After Midnight
BAS: Blackberry Administration Service
BB: BroadBand
BBLZ: Bun Buffer Landing Zone
BBMP: BB (Yahoo) Mobile Point
BBOF: Big Book of Fun
BBR: Bottled Beverage Refrigerator
BC: Business Case
BC: Business Continuity
BC: Business Consultant
BCM: Black Consumer Market
BCP: Business Continuity Plan
BCP: Business Case Plan
BDC: Benefits/Defined Contributions (401K)
BDH: Business Data Hub
BEC: Bacon Egg & Cheese Biscuit
BES: Blackberry Enterprise Server
BET: Better Employers Team
BF: Breakfast
BFL: Business Facilities Lease
BHOT: Benefits, Hiring, Orientation, Training
BHOT'r: Benefits, Hiring, Orientation, Training and Retention
BI: Business Intelligence
BIA: Business Impact Analysis
BIB: Bag-In-Box
BICC: Business Intelligence Competency Center
BKFX: Break Fix
BLI: Business Location ID (unique # assigned to store in RBIS)
BLM: Button Level Management
BLOG: Web Log
BLP: Business Leadership Practices (HU course)
BM: Big Mac
BMc: Business Management Course
BMG: Be My Guest (unconditional voucher)
BMOA: Black McDonald’s Operators Association
BMI: Basic Menu Item
BMOA: Black McDonald’s Operator Association
BMP: Business Management Program
BNE: Business Navigation Enhancement
BO or B/O: Back Office
BOC: Basic Operations Course
BOD: Board of Directors
BOG: Be Our Guest
BOG Card: Be Our Guest Card
BOGO: Buy One Get One
BOGOF: Buy One Get One Free
BOM: Bill of Materials
BOP: Bridge Operating Platform
BOS: Back Office Server
BOS: Back Office System
BP: Basis Points
BP: Busy Periods
BPA: Business Process Analysis
BPHP: Building Peak Hour Performance
BPI: Business Performance Indicator
BPM: Business Process Management
BPO: Business Process Outsourcing
BPOS: Business Productivity Online Services
BPOS: Acronym used to explain SharePoint hosted by Microsoft (MSO)
BPOS-D: Business Productivity Online Suite - Dedicated
BPR: Business Process Reengineering
BPS: Business Process Scenarios
BRE: BizTalk Rules Engine
BRI: Basic Rate Interface
BRM: Business Relationship Manager
BSC: Basic Standards Checklist
BSE: Bovine Spongiform Encephalopathy
BSM or BSMC: Basic Shift Management
BTB: Building the Business
BTCQ: Behind the Counter Quality
BTRC: Brand Trust Resource Center
BU: Base Unit
BU: Business Unit
BUDR: BES User Details Report
BVS: Beverage Video System
BWR: Baltimore-Washington Region (US Region)
BWS: Be Well Served
BYOC: Bring Your Own Computer
BYOD: Bring Your Own Device

C
CA: Certificate Authority
CA: Confidentiality Agreement
CA: Construction Agreement
CAB: Curriculum Alignment Board
CAC: Columbus Accounting Center
CAF: Cost Allocation Form
CAGR: Compound Average Growth Rate
CAI: Corporate Accountability International (watchdog organization)
CAL: Client Access License
CAM: Crew Access Manager
CAN: Call as Needed
CAO: Chief Attitude Office
CAP: Crew Access Point
CAP: Customer Advocate Professional (SEI Team)
CAS: Client Access Server
CBA: Cost Benefit Analysis
CBB: Combined Beverage Business
CBI: Combined Beverage Initiative (now CBB)
CBI: Consumer Business Insights
cBIZ: Corporate Business Information Systems
CBO: Chief Brand Officer
CBT: Computer-Based Training
CC: Customer Count
CCG: Corporate Controller Group
CCM: Continuous Controls Monitoring
CCU: Communications Control Unit - One of a variety of name for the POS system’s central computer. Might also be called Waystation, CMU, Concentrator.
CCG: Corporate Controller Group
CC & R: Covenants, Conditions & Restrictions
CCO: Contract Change Order
CCTV: Closed Circuit Television
CCU: Communication Control Unit
CDD: Customer Design Document
CDMM: Common Data Movement Model
CDO: Chief Digital Officer
CDP: Crew Development Program
CDR: Common Data Replication
CDTG: Countdown to Go
CE: Conversion Efficiency
CE: Customer Edge
CE: Customer Engine
CE: Customer Engineer
CEC: Corporate Executive Council
CEO: Chief Executive Officer
CER: (Shift Management Application)
CFFO: Cash Flows From Operations
CFM: Central File Maintenance
CFM: Connectivity Fault Management
CFO: Chief Financial Officer
CFT: Cross-Functional Team
CGB: Change Governance Board
CHM: Continuous Happy Meal
CI: Configuration Item
CIC: Core Innovation Center
CIF: Cartage, Insurance, Freight
CIO: Chief Information Office
CLS: Cabinet Level Systems
CLT: Central Location Testing
CM: Credit Memo
CMG: Crew Management
CMP: Customer Management Portal
CMS: Content Management System
CMPPMT: Customer Management Portal Management Terminal
CMOR: Combined Manager/Operator Rally
CMS: Construction Management System
CMS: Content Management System
CMT: Common Migration Tool
COA: Chart of Accounts (MBS iExpense term)
COB: Campus Office Building
COC: Code of Conduct
COC: Customer Order Center
COD: Customer Order Display - the screen in the DT that shows your order
COE: Center of Excellence
COO: Chief Operating Officer
COMS: Communications
Co-Op: Co-Operatives
CORE: Customer Oriented Restaurant Experience
COS: Customer Order System
CPE: Customer Premises Equipment
CPM: Cost per Thousand
CPM: Customer Purchasing Manager
CPS: Customer Profile Survey
CQ5: Communique 5 (web content management system)
CQAM: Country Quality Assurance Manager
CQI: Continuous Quality Improvement
CR: Change Request
CRAS: Customer Request Analysis System
CRCP: Customer Recovery Contact Profile
CRM: Customer Relationship Management
CROA: Combined Regional Operator Association
CRP: Conference Room Pilot
CRS: Customer Recovery System
CRT: Cash Register Topper
CRUD: Create, Read, Update, Delete
CS: Clean Sheet
CS: Customer Service
CSAT: Customer Satisfaction Survey
CSC: Customer Service Climate
CSD: Carbonated Soft Drink
CSD: Company Service Date
CSI: Customer Satisfaction Index (same as CSO for US)
CSO: Customer Satisfaction Opportunity
CSOC: Central States Operator Cooperative
CSP: Cryptographic Service Provider
CSR: Corporate Social Responsibility
CSR: Customer Service Representative
CSR: Customer Satisfaction Report
CSS: Customer Satisfaction Survey
CSS: Contractor's Sworn Statement
CSV: Comma Separated Value, a file of data delineated by commas - can be opened by spreadsheet programs like Excel
CSV: Consultant Support Visit
CSVR: Customer Satisfaction Validation
CTD: Consultant Tracking Database
CTG: Countdown to Go
CTT: Crew Training Tracking
CU: Cumulative Updates
CUG: Content User Group (website term)
D
D10: Destination 10
DAR: Daily Activity Report
DBS: Drive Thru Breakfast
DBU: Dial Back Up (for cashless)
DC: Distribution Center
DCD: Drawer Count Down
DD: Department Director
DDOT: Divisional Distribution Operations Team
DEP: Digital Engagement Platform
DFF: Descriptive Flex Field (Oracle/database term)
DFT: Deal Financial Tool
DGM: Developing a Global Mindset (HU Mid-Management course)
DL: Developmental Licensee
DLC: Divisional Leadership Council
DMB: Digital Menu Board
DMC: Document Management Center
DMD: Divisional Marketing Director
DML: Divisional Marketing Leader
DMT: Data Management Tool
DO: Director of Operations
DOB: Date of Birth
DOE: Design of Experiment
DOH: Days on Hand - est. # of days product will remain @ DC or store
DP: Division President
DPD: Divisional Purchasing Director
DPLC: Divisional Purchasing Leadership Council
DPM: Divisional Purchasing Manager
DPN: Defection Production Notice
DPT: Dual Point Testing
DQMP: Distribution Quality Measurement Process
DQPC: Double Quarter Pounder w/ Cheese
DR: Disaster Recovery
DS & GPA: Dynamic Sales & Gross Profit Analysis
DSL: Division Support Liaison
DSPT: Dynamic Shift Positioning Tool
DSS: Data Security Standard (part of overall PCI)
DSSM: Division Store Systems Manager
DT: Drive Thru
DTD: Division Technology Director
DTM: Division Technology Manager
DTO: Drive Thru Optimization
DTW: Drive Thru Window

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

F
F&P: Food & Paper
F&S: Facilities and Systems
F/C: Food Cost
FA: Fixed Assets
FAF: Fast, Accurate & Friendly
FAF&F: Fast Accurate Friendly and Fries
FAFF: Fast, Accurate, Friendly & Fries
FAQ: Frequently Asked Question
FAS: Free Along Side
FAX: Facsimile
FBI: Financial Business Intelligence
FC: Front Counter
FCS: Forestry Stewardship Council
FDA: Food & Drug Administration
FFN: Family Fun Night
FFOR: Follow-Up Full Operations Review
FFS: Franchisee Financial System
FID: Federal Tax Identification Number
FIFO: First In, First Out
FIM: Federated ID Management
FIT: Food Improvement Team
FLL: Full Lease and License
FMS: Full Menu Staging
FMV: Fair Market Value
FO: Foreign Object
FOB: Free on Board
FOB: Food Over Base
FOC: Free of Charge
FOL: Foundations of Leadership (HU Mid-Management course)
FOM: Field Operations Manager
FOP: Flexible Operating Platform
FOR: Full Operations Review
FOR/SOR: Full/Short Operations Review
FOS: Franchise Office Staff
FOTM: Flavor of the Month
FPA: Food Poisoning Allegations
FP43: Drive Thru Menu Board
FRC: Field Resource Center
FRP: Fiberglass Reinforced Polyester
FSI: Free Standing Insert, a type of newspaper advertising
FSL: Forward Stock Location (a.k.a. Crash Kit for Insight deployment)
FSM: Field Service Manager
FSOR: Final Store Operating Rent
FSS: Free Standing Store

G
G&A: General and Administrative costs
G/L: General Ledger
G2G: Good to Gold (web content standard)
GA: General Acceptance (or Availability)
GAAP: Generally Accepted Accounting Principles
GAIL: Golden Arches Insurance Limited
GBL: Global Business Location
GC: Guest Count
GC: Gift Certificate
GC: General Contractor
GCM: General Consumer Market
GDC: Global Digital Communications
GDCT: Global Data Collection Tool
GDW: Global Data Warehouse
GECS: Global Employee Commitment Survey
GEM: Global Employee Maintenance
GHP: Good Hygienic Practices
GHRDS: Global Human Resources Development System
GIMT: Global Infrastructure Management Team
GLS: Go Live Support
GM: General Manager
GMA: Global Mobile APP
GMO: Genetically Modified Organism
GMP: Good Manufacturing Practices
GMS: Global Management System
GPM: Gross Profit Margin
GPM: Global Product Movement
GRC: Governance, Risk & Compliance (security term)
GRM: Global Restaurant Measurements
GROIP: Global Restaurant Operations Improvement Process
GRP: Gross Rating Point
GSAB: Global Supply Chain Advisory Board (global senior leaders in supply chain)
GSAC: Global Supply Chain Advisory Council (suppliers)
GSB: Global Supply Board
GSCIT: Global Supply Chain Information Technology
GSM: Golden State Foods
GSR: Great Southern Region (US region)
GSS: Global Shared Services (or Support)
GSW: Greater Southwest Region (US region)
GTC: Global Technology Catalog
GTK: Global Toolkit
GTM: Global Talent Management
GTP: Global Technology Procurement
GTS: Global Technology Sourcing
GUI: Graphical User Interface
GWS: Global Workforce Solutions (consultant acquisition)

H
HA: High Availability
HACCP: Hazard Analysis Critical Control Points
HACER: Hispanic American Commitment to Educational Resources
HB: Hashbrown
HBO: Hang Bag Out
HCM: Hispanic Consumer Market
HDD: Hard Disk Drive
HEN: Hispanic Employee Network
HGS: Havi Global Solutions (vendor-partner)
HHOT: Hand Held Order Taker
HIPS: Host Intrusion Prevention Software
HLZ: Heated Landing Zone
HM: Happy Meal
HO: Home Office
HTTP: Hyper Text Transfer Protocol
HTW: Hiring to Win
HU: Hamburger University
HUT: Household Using Television
HVAC: Heating, Ventilation Air Conditioning
HW TG: Hardware Triage Group
I
IAMS: Identity and Access Management Systems (password security term)
IC: Innovation Center
ICE: Initial Cost of Entry
ICM: Integrated Cashless Module
IDP: Individual Development Process
IDS: Intrusion Detection System (security term)
IDT: International Data Transfer
IDW: International Data Warehouse
IEEE: Institute of Electrical and Electronics Engineers
IEO: Informal Eating Out
if ili: I'm Fast, I'm Friendly, I'm Lovin' It
IFL: International Facilities Lease
ili: I'm Lovin' It
ILS: Integrated Logistics System
IMAC: Install Move Add Change
IMC: International and Marketing Convention
IMS: Information Management System
IOC: Intermediate Operations Course
IPL: Initial Program Load
IPP: Individual Performance Plan
IPS: Integrated Payroll System
IPS: Intrusion Prevention System (security term)
IPT: Items Per Transaction
IPUR: Improvement Process for Underperforming Restaurants
IRHP: Individual Restaurant Home Page (McState restaurant websites)
I/S: Information Services (now known as MCD/IT)
ISP: In-Store Processor
IT: Information Technology
ITTIL: Information Technology Infrastructure Library
ITT: Inventory Transfer & Tracking Form
IVP: Inventory Variance Analysis
J
JDE: Distribution Mainframe (JD Edwards)
JE: Journal Entry
JIA: Job Impact Analysis
JP: Joint Partner (Domestic)
JV/JVP: Joint Venture Partner (International)
K
KA: Knowledge Articles
KEF: Kids Eat Free
KES: Kitchen Equipment Systems
KLT: Kiwi Leadership Team
KM: Knowledge Management
KPA: Key Position Assignment
KPI: Key Performance Indicator
KT: Knowledge Transfer
KVS: Kitchen Video System
L
L&D: Learning & Development
L/C: Location Code
LADW: Latin America Data Warehouse
LAMP: Leadership at McDonald's Program
LAN: Local Area Network
LBO: Load Balancing Option
LCD: Liquid Crystal Display
LCMS: Learning Content Management System (or Solution)
LDT: Long Distance Travel
LED: Light Emitting Diode
LEED: Leadership in Energy and Environmental Design
LI: Leadership Institute
LLC: Limited Liability Corporation
LMS: Learning Management System
LOA: Letter of Authorization
LOBS: Last On-Board Ship Dates
LOI: Letter of Intent
LOS: Length of Service
LOV: Low Oil Volume
LPS: Local Promotional Supply
LSC: Local Store Communications
LSM: Local Store Marketing
LTL: Less Than Truck Load
LTO: Limited Time Only
LTRS: Long Term Reinvestment Strategy

M
M&R: Maintenance & Repair
MA2C: McDonald's African American Council
MAAP: McDonald's Agricultural Assurance Program
MAC: Media Asset Center
MAC2: McDonald's African American Council
MACOF: McDonald's Australia Consultative Operator Forum
MAGIC: Worldwide Marketing Intranet
MAP: Media Action Plan/Media Assistance Program
MAPS: Mid America Point of Sale (US POS vendor)
MAPS: McDonald's Accounting Productivity System
MAS: Marketing Areas Survey
MB2K: Menu Board 2000 (name of interior menu board)
MBS: McDonald's Business Suite
MBWA: Management By Walking Around
MBX: McD Big Extra
MCA: Master Consulting Agreement
McCIP: McDonald's Charities Investment Program
McD: McDonald's
MCD: Minor Civil Division
MCD/IT: McDonald's IT Solutions Department
McDC: McDonald's Distribution Center
MCDE: MCDexchange
McDESOP: McDonald's Employee Stock Ownership Program
McDITTo: McDonald's Deployment Issue Tracking Tool
McEIS: McDonald's Executive Information System
McGIS: McDonald's Geographic Information System
MCK: McDonald's Champion Kids
MCN: McDonald's Communication Network
McPOP: McDonald's Partnership Orientation Process
MCOpCo: McDonald's Operated Restaurant
MD: Managing Director
MDC: Management Development Course
MDP: Manager Development Program
MDS: McDonald's Delivery System
MEL: Mobile e-Learning
MEP: Mechanical Electrical Plumbing
MERLIN: McDonald's Enterprise Resource Leverage Information Network
MES: Market Evaluation School
MFD: Multi-Function Device
MFY: Made for You
MGLAN: McD Gay, Lesbian and Allies Network
MHOA: McDonald’s Hispanic Operator Association
Mini-OLC: A cash register that can take over if the CCU is broken
MIP: McDonald's Insurance Plan
MIT: McDonald's Interactive Training
MLC: Managers Leadership Council
MMD: Mid-Management Development
MMO: McDonald's Most Often
MMPT: Menu Management Prioritization Team
MMT: Menu Management Team (Australia)
MNST: McDonald's NewPOS Support Team
MOC: Management Observation Checklist
MOCNI: McDonald's Operators of Chicagoland & Northern Indiana
MOM: McOpCo Operations Manager
MOS: Management Operating System
MOT: Mobile Order Taker (formerly HHOT)
MPFF: Multi-Product Fryer Front
MPPM: McDonald’s Password & Profile Manager
MPT: Menu Planning Team (New Zealand)
MQM: McDonald's Quality Management
MRC: Maintenance Requirement Card
MRP: McDonald's Remodeling Program
MRM: Meeting Room Manager
MS: Managed Supply
MS: Microsoft
MSA: Master Service Agreement
MSM: My Store Marketing
MSO: Microsoft Online
MSOP: McDonald's Standard Operating Procedures
MSSPA: Microsoft Subscription Participation Agreement
MTA: Menu Ticket Analysis
MTD: Month to Date
MTO: Managing the Organization (HU Mid-Management course)
MTS: Menu Ticket Study
MVD: Menu Vision and Design Team
MVR: Manager Visitor/Visitation Report
N
NAB: Nuts & Bolts Approval Board
NABIT: Nuts and Bolts Integration Team
NAEBN: National Asian Employee Business Network
NAM: Novell Access Management
NASS: North American Shared Services
NBMOA: National Black McDonald's Operator Association
NBRES: National Building Restaurant and Equipment Standards
NCHM: Non Continuous Happy Meal
NDA: Non Disclosure Agreement
NDA: Non Disturbance Agreement
NFC: Normal Full Lease
NFS: National Franchising Standards
NIM: Novell Identity Management
NLC: National Leadership Council
NMC: National Marketing Committee
NMD: Network Management Device (Wayport)
NOAB: National Operations Advisory Board
NOC: Network Operations Center
NPL: New Product Launch
NRA: National Restaurant Association
NRD: National Restaurant Development
NRRG: National Restaurant Review Group
NSCLC: National Supply Chain Leadership Council
NSLC: National Supply Leadership Council
O
O&T: Operations and Training Manual
O/O: Owner/Operator
O2O: Operator to Operator
OBM: Occasion Based Marketing
OCC: Operations Consultants’ Course (HU Mid-Management course)
OCS: Office Communication Server
OCs: Order Confirmation System
OD: Operations Director
ODB: Officer’s Discretionary Bonus
ODS: Operational Data Store
OEM: Original Equipment Manufacturer
OFCR: Optimum Food Cost Report
OGS: Oregon Green Association (Oregon Co-Op)
OJE: On the Job Evaluation
OJT: On the Job Training
OLA: Operating Level Agreement
OLC: Off-Line Computer, can take over for the CCU if it fails.
OLG: Optimize, Leverage, Grow (an APMEA menu strategy)
OLT: Operations Leadership Team
OO: Owner/Operator
OOH: Out of Home
OOH: Owner/Operator Hierarchy (eID Management Tool)
OOTB: Out of the Box
OPAC: Operator Purchasing Advisory Council
OPNAD: Operator National Advertising
Ops: Operations
ORB: Order Ready Board
ORC: Operations Resource Center
OS: Operating System
OSHA: Occupational Safety & Health Administration
OTP: Organization Technology Person
OTS: Off the Shelf
P
P&L: Profit and Loss
P2P: Procure to Pay (MBS Core Team)
P2P: Point to Point (remote access connection)
P2PE: Point to Point Encryption
P2W: Plan to Win
PA: President's Award
PAB: Project Approval Board
PAC: Profit After Controllables (or Political Action Committee of Pre-Authorized Check)
PAD: Product Advice Distributor
PAINT: Proactive Installer Network Testing
PAL: Personnel Action Letter
PAM: Product Advice McDonald’s
PAM: People Action Manual
Pan: Panasonic (US POS Vendor)
PAR: ParTech (US POS Vendor)
PAS: Production Advice Supplier
PBA: Post Buy Analysis
PBO: Presenter Booth Optimization (a.k.a. DTO)
PBRAT: Post Break Re-Allocation Tool
PC: Purchasing Committee
PC: Personal Computer
PCA: Project Cost Administration
PCAP: Post Class Action Plan
PCC: Property Category Code
PCI: Payment Card Industry
PCI: Portal Content Interface (content approval tool)
PCN: Price Change Notification
PcPOS: Personal Computer Point of Sale
PCR: Product Continuity and Recover (Team)
PDA: Personal Digital Assistant
PDP: Premium Distribution Program
PDR: Property Disposition Reserve
PDS: Performance Development System
PDU: Performance Development Units
PEAK: Managers Convention
PED: Pin Entry Device
PERK: Perquisite
PFactor: People Factor
PFE: Program Fulfillment Execution
PFP: Premium for Profit
PFR: Partnering for Results (HU Mid-Management course)
PII: Personally Identifiable Information
PILL: Public Image Local Identity
PIMS: Product Inventory Management System
PM: Project Manager
PM: Purchasing Manager
PM: Planned Maintenance
PM/ILS: Program Management/Integrated Logistics Systems
PM/SM: Partners Mail/Store Mail
PM++: Project Management and Controls Improvement
PMBOK: Project Management Body of Knowledge
PMIX: Product Mix
PMO: Project Management Office
PMO: Profitable Market Optimization
PMP: Project Management Professional
PMT: Project Management Tool
PMT: Printed Menu Translites
PO: Purchase Order
POC: Point of Contact
POC: Proof of Concept
POD: Point of Distribution
POE: Power Over Ethernet
POP: Point of Purchase (marketing materials)
POS: Point of Service/Sale (store register system)
POV: Point of View
PP: Profit Plan
PPC: Pocket PC (or Property Category Code)
PPO: Preferred Provider Organizer
PPS: Purchasing Promotions System
PQRG: Pocket Quality Reference Guide
PR: Performance Review
PREID: (ODS Warehouse process to extract new hires & terminations)
PRG: Pocket Reference Guide
PSM: Procurement Supplier Management
PSMAP: Partners Store Mail Account Provisioning
PSR: Pacific Sierra Region
PTW: Plan to Win
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>PUT</td>
<td>People Using Television</td>
</tr>
<tr>
<td>PWP</td>
<td>Planning to Win with People</td>
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<tr>
<td>QAM</td>
<td>Quality Assurance Manager</td>
</tr>
<tr>
<td>QBR</td>
<td>Quarterly Business Review</td>
</tr>
<tr>
<td>QCI</td>
<td>Quality/Continuous Improvement</td>
</tr>
<tr>
<td>QCR</td>
<td>Quality Cost Report</td>
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<tr>
<td>QIP</td>
<td>Quality Inspection Program</td>
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<tr>
<td>QPC</td>
<td>Quarter Pounder with Cheese</td>
</tr>
<tr>
<td>QPM</td>
<td>Quarterly Planning Meeting</td>
</tr>
<tr>
<td>QPT</td>
<td>Quarterly Planning Team</td>
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<tr>
<td>QRC</td>
<td>Quick Reference Card</td>
</tr>
<tr>
<td>QRD</td>
<td>Quick Response Development (Team)</td>
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<tr>
<td>QSC</td>
<td>Quality Service Cleanliness</td>
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<tr>
<td>QSCV</td>
<td>Quality, Service, Cleanliness, and Value</td>
</tr>
<tr>
<td>QSR</td>
<td>Quick Service Restaurant</td>
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<tr>
<td>R&amp;C</td>
<td>Reasonable and Customary (healthcare expense)</td>
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<tr>
<td>R&amp;D</td>
<td>Research &amp; Development</td>
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<tr>
<td>R/E</td>
<td>Real Estate</td>
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<tr>
<td>R2D2</td>
<td>Regional Restaurant Data Diagnostics</td>
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<tr>
<td>RA</td>
<td>Registered Applicant</td>
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<tr>
<td>RAC</td>
<td>Restaurant Approval Committee</td>
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<tr>
<td>RACI</td>
<td>Responsible, Accountable, Consulting, Informed</td>
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<tr>
<td>RAD</td>
<td>Rapid Application Development</td>
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<tr>
<td>RADM</td>
<td>Regional Administrative Manager</td>
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<tr>
<td>RAM</td>
<td>Regional Accounting Manager</td>
</tr>
<tr>
<td>RAMP</td>
<td>Regional Asset Management Report</td>
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<tr>
<td>RAMS</td>
<td>Regional Administrative Managers Supervisors</td>
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<td>RAP</td>
<td>Restaurant Allocation Plan</td>
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<td>RAS</td>
<td>Regional Administrative Supervisor</td>
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<tr>
<td>RBAC</td>
<td>Role Based Access Control</td>
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<tr>
<td>RBIS</td>
<td>Regional Business Information System</td>
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<tr>
<td>RC</td>
<td>Restaurant Capability</td>
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<tr>
<td>RCE</td>
<td>Roof Cap Element</td>
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<td>RCM</td>
<td>Regional Construction Manager</td>
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<td>RCSTR</td>
<td>Regional Customer Satisfaction Representative</td>
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<tr>
<td>RDB</td>
<td>Resource Demand Balance</td>
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<tr>
<td>RDG</td>
<td>Restaurant Design Group</td>
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<td>RDM</td>
<td>Restaurant Department Manager</td>
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<td>Restaurant Data Movement</td>
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<td>RE</td>
<td>Retained Earnings</td>
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<td>REAL</td>
<td>Relationship Economics Alignment Leverage</td>
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<tr>
<td>REBAR</td>
<td>Restaurant Emix Business Application Reporting</td>
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<td>REC</td>
<td>Regional Equipment Course</td>
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<td>REF</td>
<td>Real Estate Franchise Accounting</td>
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<td>REFAF</td>
<td>Request for Assumption/Adjustment Form</td>
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<td>RFI</td>
<td>Request for Information</td>
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<td>RFM</td>
<td>Remote File Management</td>
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<td>RFM</td>
<td>Restaurant File Maintenance</td>
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<td>RFP</td>
<td>Request for Proposal</td>
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<td>Acronym</td>
<td>Definition</td>
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<td>RFQ</td>
<td>Request for Quote</td>
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<td>RIDM</td>
<td>Restaurant Integrated Data Movement</td>
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<td>RIM</td>
<td>Records Information Management</td>
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<td>RLC</td>
<td>Regional Leadership Council</td>
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<td>Restaurant Lifecycle Management</td>
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<td>RM</td>
<td>Regional Manager</td>
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<tr>
<td>RMCC</td>
<td>Ronald McDonald Children's Charities</td>
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<tr>
<td>RMDW</td>
<td>Restaurant Measures Data Warehouse</td>
</tr>
<tr>
<td>RMH</td>
<td>Ronald McDonald House</td>
</tr>
<tr>
<td>RMHC</td>
<td>Ronald McDonald House Charities</td>
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<tr>
<td>RMM</td>
<td>Regional Marketing Manager</td>
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<td>RMR</td>
<td>Rocky Mountain Region</td>
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<td>RMS</td>
<td>Revenue Management Solutions</td>
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<td>RMT</td>
<td>Restaurant Management Tools</td>
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<tr>
<td>ROA</td>
<td>Recognition of Achievement</td>
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<tr>
<td>ROA</td>
<td>Return on Assets</td>
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<tr>
<td>ROA</td>
<td>Regional Operator Association</td>
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<td>ROC</td>
<td>Remote Order Control</td>
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<td>ROC</td>
<td>Report on Compliance</td>
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<tr>
<td>ROD</td>
<td>Rest of Day</td>
</tr>
<tr>
<td>ROE</td>
<td>Return on Equity</td>
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<td>ROG</td>
<td>Regional Operator Group</td>
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<td>ROI</td>
<td>Return on Investment</td>
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<tr>
<td>ROIIC</td>
<td>Return on Incremental Invested Capital</td>
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<td>ROIP</td>
<td>Restaurant Operations Improvement Process</td>
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<td>ROLP</td>
<td>Restaurant Operations Leadership Practices (HU course)</td>
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<td>ROP</td>
<td>Restaurant Order Proposal</td>
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<td>RP</td>
<td>Relationship Partner</td>
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<td>RPAS</td>
<td>Restaurant Portal Authentication Services (i.e. Crew eIDs)</td>
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<td>RPC</td>
<td>Raw Product Complaint</td>
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<td>RPO</td>
<td>Recovery Point Objectives (pertaining to business continuity)</td>
</tr>
<tr>
<td>RRP</td>
<td>Regional Review Process</td>
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<tr>
<td>RSG</td>
<td>Restaurant Solutions Group</td>
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<tr>
<td>RSL</td>
<td>Regional Sequencing Lead (1-2-5 Plan)</td>
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<td>RSM</td>
<td>Remote Software Management</td>
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<td>RSM</td>
<td>Restaurant Systems Management</td>
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<tr>
<td>RSO</td>
<td>Restaurant Systems Officer</td>
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<tr>
<td>RSS</td>
<td>Really Simple Syndication (web feed format)</td>
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<tr>
<td>RSSC</td>
<td>Regional Store Systems Coordinator</td>
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<td>RSSM</td>
<td>Regional Store Systems Manager</td>
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<tr>
<td>RT</td>
<td>Retail Technology</td>
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<td>RT</td>
<td>Regional Team</td>
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<tr>
<td>RTA</td>
<td>Restaurant Technology Alignment</td>
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<tr>
<td>RTBS</td>
<td>Retail Technology and Business Strategy</td>
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<td>RTC</td>
<td>Region Technology Council</td>
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<tr>
<td>RTC</td>
<td>Regional Training Coordinator</td>
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<tr>
<td>RTL</td>
<td>Regional Team Lead (SEI support contacts)</td>
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<tr>
<td>RTL</td>
<td>Regional Training Lead</td>
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<td>RTM</td>
<td>Regional Training Manager</td>
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<tr>
<td>RTO</td>
<td>Recovery Time Objectives (pertaining to business continuity)</td>
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<tr>
<td>RTP</td>
<td>Restaurant Technology Platform</td>
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<tr>
<td>RTPaaS</td>
<td>Restaurant Technology Platform as a Service</td>
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<tr>
<td>RTS</td>
<td>Retail Technology Strategy</td>
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<tr>
<td>RTS</td>
<td>Restaurant Technology Support</td>
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<tr>
<td>RTTF</td>
<td>ROIP Technology Task Force</td>
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<tr>
<td>RVR</td>
<td>Regional Visitation Report</td>
</tr>
</tbody>
</table>
RW: Remote Worker (now called teleworker or TW)

S
SA: Service Advisor (the Siemens ticketing system)
SA: Support Analysis
SaaS: Software as a Service (password security term)
SAC: States Advertising Co-Op
SAC: Supplier Advisory Council
SAP: Systems, Applications and Products
SAQ: Self Assessment Questionnaire
SBC: Side By Side (Drive Thru)
SC: Store Controller
SC: Supply Chain
SCC: System Chain Corporation
SCCM: Systems Center Configuration Manager
SCI: Service Climate Index
SCI: Supply Chain Integration
SCM: Supply Chain Management
SCOM: Systems Center Operations Manager
SCR: Supply Chain Release (software driving SCI)
SCT: Store Configuration Tool
SDM: Service Delivery Model
SDP: Supplier Development Process
SEE: Simple, Easy, Enjoyment
SEEQ: Simple, Easy, Employment, Quality
SEM: Support Enhancement Meeting
SET: System Economics Team
SET: Strategic Economic Team
SHU: Super Heavy User
SIM: Secure Identity Management
SIMAC: Southern Idaho McDonald's Advertising Co-Op (Boise)
SIMCA: Southeast Idaho McDonald's Cooperative Association (SE Idaho)
SIO: Shift in to Overdrive
SL: Sales Ledger
SLA: Service Level Agreement
SLB: Supply Leadership Board
SLO: Service Level Obligation
SLP: Self Liquidating Program (a.k.a. Self Liquidating Premiums)
SM: Store Manager (a.k.a. Restaurant Manager)
SMART: Specific, Measureable, Attainable, Realistic, Time Bound (Goals)
SMART: Store Menu Item and Recipe Tool
SME: Sausage McMuffin with Egg
SME: Subject Matter Expert
SMI: Sellable Menu Item
SMM: Sausage McMuffin
SMSA: Standard Metropolitan Statistical Area
SMT: Shift Management Tools
SMT: Senior Management Team
SMX: Shift Management Excellence
SOC: Station Observation Checklist
SOA: Service Oriented Architecture
SOF: Store of the Future
SOI: Store Operating Income
SOLB: Strategic Operations Leadership Board
SOQ: Suggested Order Quantity
SOR: Short Operations Review
SOT3: Start on Time, Stay on Track, Stop on Time
SOW: Statement of Work
SP: SharePoint
SPARK: Sequencing Playbook
SPC: Statistical Process Control
SPI: Supplier Performance Index
SPIF: Supplier Product Info File
SPMG: Sales Per Man Hour
SPMP: Supplier Performance Measurement Process
SPO: Special Purchase Order
SPOD: Special Point of Distribution (Wal*Mart, Airport)
SQI: Supplier Quality Index
SQMS: Supplier Quality Measurement Systems
SRC: Service Request Center
SRFSI: Socially Responsible Food Supply Initiative (now SRS)
SRS: Socially Responsible Supply
SS: Store Systems
SS: Super Size
SSN: Social Security Number
SSO: Single-Sign On
SSP: Staffing Scheduling and Position
STAR: Store Activities Representative
STASS: Systems Training and Administrative Support Department
STB: Store Technology Board
STIR: Store Technology Issue Resolution (Team)
STO: Small Town Oil
STR: Small Town Retail
SVP: Senior Vice President
SVR: Short Visitation Report
T
TAG: Talent Acquisition Group
TAM: Tivoli Access Manager
TANGO: Tool integrated with DOS 2000
TAS: Trading Area Survey
TBB: Teenie Beanie Babies
TC: Transaction Counts
TCC: Technology Charity Classic (Annual IT Golf Outing for RMH near Loyola)
TCC: Training Consultants’ Course (HU Mid-Management course)
TCE: TeamConnect Enterprise
TCO: Total Cost of Ownership
TCS: Total Customer Satisfaction
TDA: Transaction Detail Analysis
TDM: Treasury Data Movement
TES: Technology Equipment Suppliers
TET: Total Experience Time
TFA: Trans Fatty Acid
TIB: Technology Investment Board
TIN: Taxpayer Identification Number (Same as FID)
TIP: Target Incentive Program
TJTC: Targeted Jobs Tax Credit (Program)
TL: Truck Load
TL&D: Training, Learning and Development
TLC: Think Like a Customer
TLD: Transaction Level Detail
TMI: Too Much Information
TMSW: The Marketing Store Worldwide
TMT: Top Management Team
<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>TOA</td>
<td>Temporary Operator Assistance (OPNAD)</td>
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<tr>
<td>TOTM</td>
<td>Taste of the Month</td>
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<tr>
<td>TPCH</td>
<td>Transactions per Crew Hour</td>
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<tr>
<td>TRA</td>
<td>Temporary Rent Adjustments</td>
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<tr>
<td>TRP</td>
<td>Targeted Rating Point</td>
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<tr>
<td>TRT</td>
<td>Technology Refresh Tool</td>
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<tr>
<td>TQM</td>
<td>Total Quality Management</td>
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<tr>
<td>TTL</td>
<td>Test to Learn Stores</td>
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<tr>
<td>TTL</td>
<td>Total Time in Line</td>
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<tr>
<td>TTM/TTMS</td>
<td>Trailing Twelve Month Sales</td>
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<td>TVA</td>
<td>Technician Visit Authorization</td>
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<tr>
<td>TVSS</td>
<td>Transient Colt Surge Suppressor</td>
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<tr>
<td>TW</td>
<td>Teleworker (formerly known as Remote Worker)</td>
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<tr>
<td>Tween</td>
<td>Children ages 8-13</td>
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<tr>
<td>U</td>
<td>User Acceptance Testing</td>
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<tr>
<td>UCD</td>
<td>User Centered Design</td>
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<tr>
<td>UHC</td>
<td>Universal Holding Cabinet</td>
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<tr>
<td>UI</td>
<td>User Interface</td>
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<tr>
<td>UL</td>
<td>Universal Life</td>
</tr>
<tr>
<td>UOM</td>
<td>Unit of Measurement</td>
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<tr>
<td>UPS</td>
<td>Uninterrupted Power Supply</td>
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<tr>
<td>UPT</td>
<td>Units Per Thousand (used to measure sandwich movement across restaurants or markets where guest counts per restaurant are very different)</td>
</tr>
<tr>
<td>URW</td>
<td>Units per Restaurant per Week</td>
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<tr>
<td>USB</td>
<td>Universal Serial Bus</td>
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<tr>
<td>USCB</td>
<td>US Communications Board</td>
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<tr>
<td>USCEC</td>
<td>US Corporate Executive Council</td>
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<tr>
<td>USCQ</td>
<td>US Controllers Group</td>
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<tr>
<td>USIT</td>
<td>US Information Technology (also known as MCD/IT USA)</td>
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<td>USITFS</td>
<td>US IT Field Services</td>
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<td>USLT</td>
<td>US Leadership Team</td>
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<tr>
<td>USELT</td>
<td>US Extended Leadership Team</td>
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<tr>
<td>USRD</td>
<td>US Restaurant Development</td>
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<td>US ORT</td>
<td>US Operations Restaurant Technology</td>
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<tr>
<td>UT</td>
<td>Unit Transfer</td>
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<td>VAT</td>
<td>Value Added Tax</td>
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<td>VBA</td>
<td>Visual Basic Application</td>
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<td>vCenter</td>
<td>Virtual Center (also known as InfoCenter for the ISP)</td>
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<td>VCM/VCMS</td>
<td>Vertical Cabinet Management System</td>
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<td>VDI</td>
<td>Virtual Desktop Infrastructure</td>
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<td>VFD</td>
<td>Variable Frequency Drive</td>
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<td>VLAN</td>
<td>Virtual Local Area Network</td>
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<tr>
<td>VLH</td>
<td>Variable Labor Hour (Guide)</td>
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<td>VMM</td>
<td>Value Measured Methodologies</td>
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<tr>
<td>VOC</td>
<td>Voice of the Customer</td>
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<tr>
<td>VoM</td>
<td>Voice of McDonald’s</td>
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<tr>
<td>VP</td>
<td>Vice President</td>
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<tr>
<td>VP</td>
<td>Virtual Premise</td>
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<td>VPN</td>
<td>Virtual Private Network</td>
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<tr>
<td>W@H</td>
<td>Work at Home</td>
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<tr>
<td>WAN</td>
<td>Wide Area Network</td>
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<tr>
<td>WBS</td>
<td>Work Breakdown Structure</td>
</tr>
</tbody>
</table>
WELB: Worldwide Equipment Leadership Board
WEM: Weekly Estimation Meetings
WFH: Work from Home
WFI: Writing for Impact (HU Workshop)
WFM: Weather File Movement
WHMU: Worldwide Hamburger Marketing University
WiFi: Wireless Fidelity
WIIFM: What's in it for me
WIKI: What I Know Is
WIP: Work in Progress
WLAN: Wireless Local Area Network
WLN: Women's Leadership Network
WMC: Working Mother's Council
WO: Work Order
WON: Women's Operator Network
WOTC: Work Opportunity Tax Credit
WRI: Worldwide Restaurant Innovation
WRIN: Worldwide Raw Item Number
WRIN ISP: The latest version of ISP incorporating 8-digit WRIN numbers along with other enhancements
WS: Workplace Solutions
WSI: Worldwide Supplier Information
WTX: (Part of EAI tools)
WTY: Warranty
WWC: Worldwide Convention
WWFIT: Worldwide Food Improvement Team
WWOA: Western Washington Operator's Association (Seattle)
WWOps: Worldwide Operations
WWPOS: Worldwide POS (NewPOS)
WWRS: Worldwide Restaurant Systems
WWRT: Worldwide Retail Technology
WWSCM: Worldwide Supply Chain Management
WWTLD: Worldwide Training Learning Development
X
xPE: Microsoft XP embedded
Y
YPN: Young Professionals Network
YTD: Year to Date
Z