<table>
<thead>
<tr>
<th>Acronym</th>
<th>Full Form</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>
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<tr>
<td>ACH</td>
<td>Automated Clearinghouse</td>
</tr>
<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>
</tr>
<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>
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<tr>
<td>ADRMS</td>
<td>Active Directory Rights Management Services</td>
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<tr>
<td>ADS</td>
<td>Average Daily Shipments</td>
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<tr>
<td>ADT</td>
<td>Average Daily Traffic</td>
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<tr>
<td>ADU</td>
<td>Average Daily Units</td>
</tr>
<tr>
<td>ADUC</td>
<td>Active Directory Users and Computers (window)</td>
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<tr>
<td>AEC</td>
<td>Architecture/Engineering/Construction/Computer Systems</td>
</tr>
<tr>
<td>AEN</td>
<td>Asian Employee Network</td>
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<tr>
<td>AES</td>
<td>Advanced Encryption Standard</td>
</tr>
<tr>
<td>AET</td>
<td>Agency EID Tool (eID Management)</td>
</tr>
<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>
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<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>
</tr>
<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>Account Management System</td>
</tr>
<tr>
<td>AMWF</td>
<td>Asset Management Workflow</td>
</tr>
<tr>
<td>ANT</td>
<td>Audio Notification Tool</td>
</tr>
<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
B_HOT: Benefits, Hiring, Orientation, Training
B_HOT'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
BMCC: 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 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
CPD: Crew Development Program
CDR: Common Data Replication
CDTG: Countdown to Go
CE: Conversion Efficiency
CE: Customer Edge
CE: Customer Engine
CE: Customer Engineer
CEC: Corporate Executive Council
CEO: Chief Executive Officer
CER: (Shift Management Application)
CFFO: Cash Flows From Operations
CFM: Central File Maintenance
CFM: Connectivity Fault Management
CFO: Chief Financial Officer
CFT: Cross-Functional Team
CGB: Change Governance Board
CHM: Continuous Happy Meal
CI: Configuration Item
CIC: Core Innovation Center
CIF: Cartage, Insurance, Freight
CIO: Chief Information Office
CLS: Cabinet Level Systems
CLT: Central Location Testing
CM: Credit Memo
CMG: Crew Management
CMP: Customer Management Portal
CMS: Content Management System
CMPMT: Customer Management Portal Management Terminal
CMOR: Combined Manager/Operator Rally
CMS: Construction Management System
CMS: Content Management System
CMT: Common Migration Tool
COA: Chart of Accounts (MBS iExpense term)
COB: Campus Office Building
COC: Code of Conduct
COC: Customer Order Center
COD: Customer Order Display - the screen in the DT that shows your order
COE: Center of Excellence
COO: Chief Operating Officer
COMS: Communications
Co-Op: Co-Operatives
CORE: Customer Oriented Restaurant Experience
COS: Customer Order System
CPE: Customer Premises Equipment
CPM: Cost per Thousand
CPM: Customer Purchasing Manager
CPS: Customer Profile Survey
CQ5: Communique 5 (web 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
GMO: Genetically Modified Organism
GMP: Good Manufacturing Practices
GMS: Global Management System
GPM: Gross Profit Margin
GPM: Global Product Movement
GRC: Governance, Risk & Compliance (security term)
GRM: Global Restaurant Measurements
GROIP: Global Restaurant Operations Improvement Process
GRP: Gross Rating Point
GSAB: Global Supply Chain Advisory Board (global senior leaders in supply chain)
GSAC: Global Supply Chain Advisory Council (suppliers)
GSB: Global Supply Board
GSCIT: Global Supply Chain Information Technology
GSF: Golden State Foods
GSR: Great Southern Region (US region)
GSS: Global Shared Services (or Support)
GSW: Greater Southwest Region (US region)
GTC: Global Technology Catalog
GTK: Global Toolkit
GTM: Global Talent Management
GTP: Global Technology Procurement
GTS: Global Technology Sourcing
GUI: Graphical User Interface
GWS: Global Workforce Solutions (consultant acquisition)

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
HWTG: 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
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
McDIITTo: 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
PUT: People Using Television
PWP: Planning to Win with People
Q
QAM: Quality Assurance Manager
QBR: Quarterly Business Review
QCI: Quality/Continuous Improvement
QCR: Quality Cost Report
QIP: Quality Inspection Program
QPC: Quarter Pounder with Cheese
QPM: Quarterly Planning Meeting
QPT: Quarterly Planning Team
QRC: Quick Reference Card
QRD: Quick Response Development (Team)
QSC: Quality Service Cleanliness
QSCV: Quality, Service, Cleanliness, and Value
QSC VP: Vice President of QSC in a US region
QSR: Quick Service Restaurant
R
R&C: Reasonable and Customary (healthcare expense)
R&D: Research & Development
R/E: Real Estate
R2D2: Regional Restaurant Data Diagnostics
RA: Registered Applicant
RAC: Restaurant Approval Committee
RACI: Responsible, Accountable, Consulting, Informed
RAD: Rapid Application Development
RAD: Requirements Analysis Document
RAM: Regional Administrative Manager
RAM: Regional Accounting Manager
RAMP: Regional Asset Management Report
RAMS: Regional Administrative Managers Supervisors
RAP: Restaurant Allocation Plan
RAS: Regional Administrative Supervisor
RBAC: Role Based Access Control
RBIS: Regional Business Information System
RC: Restaurant Capability
RCE: Roof Cap Element
RCM: Regional Construction Manager
RCSR: Regional Customer Satisfaction Representative
RDB: Resource Demand Balance
RDG: Restaurant Design Group
RDM: Restaurant Department Manager
RDM: Restaurant Data Movement
RDM: Restaurant Department Management
RE: Retained Earnings
REAL: Relationship Economics Alignment Leverage
REBAR: Restaurant Emix Business Application Reporting
REC: Regional Equipment Course
REF: Real Estate Franchise Accounting
REF: Real Estate Finance
RFAF: Request for Assumption/Adjustment Form
RFI: Request for Information
RFM: Remote File Management
RFM: Restaurant File Maintenance
RFP: Request for Proposal
RW: Remote Worker (now called teleworker or TW)
SA: Service Advisor (the Siemens ticketing system)
SAC: States Advertising Co-Op
SAA: Support Analysis
SaaS: Software as a Service (password security term)
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
SM: 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
TOA: Temporary Operator Assistance (OPNAD)
TOTM: Taste of the Month
TPCH: Transactions per Crew Hour
TRA: Temporary Rent Adjustments
TRP: Targeted Rating Point
TRT: Technology Refresh Tool
TQM: Total Quality Management
TTL: Test to Learn Stores
TTL: Total Time in Line
TTM/TTMS: Trailing Twelve Month Sales
TVA: Technician Visit Authorization
TVSS: Transient Colt Surge Suppressor
TW: Teleworker (formerly known as Remote Worker)
Tween: Children ages 8-13
U
UAT: User Acceptance Testing
UCD: User Centered Design
UHC: Universal Holding Cabinet
UI: User Interface
UL: Universal Life
UOM: Unit of Measurement
UPS: Uninterrupted Power Supply
UPT: Units Per Thousand (used to measure sandwich movement across restaurants or markets where guest counts per restaurant are very different)
URW: Units per Restaurant per Week
USB: Universal Serial Bus
USCB: US Communications Board
USCEC: US Corporate Executive Council
USCG: US Controllers Group
USIT: US Information Technology (also known as MCD/IT USA)
USITFS: US IT Field Services
USLT: US Leadership Team
USELT: US Extended Leadership Team
USRD: US Restaurant Development
US ORT: US Operations Restaurant Technology
UT: Unit Transfer
V
VAT: Value Added Tax
VBA: Visual Basic Application
vCenter: Virtual Center (also known as InfoCenter for the ISP)
VCM/VCMS: Vertical Cabinet Management System
VDI: Virtual Desktop Infrastructure
VFD: Variable Frequency Drive
VLAN: Virtual Local Area Network
VLH: Variable Labor Hour (Guide)
VMM: Value Measured Methodologies
VOC: Voice of the Customer
VoM: Voice of McDonald’s
VP: Vice President
VP: Virtual Premise
VPN: Virtual Private Network
W
W@H: Work at Home
WAN: Wide Area Network
WBS: Work Breakdown Structure
WELB: Worldwide Equipment Leadership Board
WEM: Weekly Estimation Meetings
WFH: Work from Home
WFI: Writing for Impact (HU Workshop)
WFM: Weather File Movement
WHMU: Worldwide Hamburger Marketing University
WiFi: Wireless Fidelity
WIIFM: What's in it for me
WIKI: What I Know Is
WIP: Work in Progress
WLAN: Wireless Local Area Network
WLN: Women's Leadership Network
WMC: Working Mother's Council
WO: Work Order
WON: Women's Operator Network
WOTC: Work Opportunity Tax Credit
WRI: Worldwide Restaurant Innovation
WRIN: Worldwide Raw Item Number
WRIN: Worldwide Recipe Identification Number
WRIN ISP: The latest version of ISP incorporating 8-digit WRIN numbers along with other enhancements
WS: Workplace Solutions
WSI: Worldwide Supplier Information
WTX: (Part of EAI tools)
WTY: Warranty
WWC: Worldwide Convention
WWFIT: Worldwide Food Improvement Team
WWOA: Western Washington Operator's Association (Seattle)
WWOps: Worldwide Operations
WWPOS: Worldwide POS (NewPOS)
WWRS: Worldwide Restaurant Systems
WWRT: Worldwide Retail Technology
WWSCM: Worldwide Supply Chain Management
WWTLD: Worldwide Training Learning Development
X
xPE: Microsoft XP embedded
Y
YPN: Young Professionals Network
YTD: Year to Date
Z