

Opus Training Launches Audits, New Product That Turns Store Visit Findings Into Tracked Fixes

Audits turns every finding from store visits into a task someone owns until it's fixed, giving operators a new tool to drive consistency, operational excellence

NEW YORK CITY, NY, UNITED STATES,
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-- [Opus](#) Training, the training

operations system trusted by hundreds

of multi-unit brands, today announced the launch of Audits, a new product that lets operations leaders for franchise and multi-unit businesses turn what they find on a store visit into a tracked task, closing the loop between inspection and follow-through.



Opus Training is the training operations platform trusted by hundreds of multi-unit brands.

“

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*Nimesh Patel, VP of
Operations and Culinary at
Boston's Pizza.*

For most multi-unit businesses and franchises, a store audit produces a list of problems, not a plan to fix them. Findings get typed up after the visit, emailed around as a PDF, but aren't properly tracked to resolution. That allows issues to resurface.

Audits changes that, giving field leaders the ability to score a location in real time, attach photos, and assign corrective action with an owner and a due date directly from their audit. Store locations then document a resolution, and the auditor can review it and close it out, all inside the same platform that teams already use for training and daily tasks.

For Boston's Pizza, a 21-location franchise, Audits sped up and improved previous processes. The company's twice-yearly brand standards review used to take three days per visit on spreadsheets. Using Audits with Opus, it takes about a day and a half, giving regional leaders roughly 500 hours back each year to spend coaching stores instead of compiling scores.

Photo documentation has also ended a recurring source of friction. Since adapting Audits, Boston's hasn't had a franchisee dispute over audit findings.

"Before Opus, our audits were time consuming and fraught with issues. Now we can quickly and confidently identify and resolve issues to truly keep our brand standards high across the network," said Nimesh Patel, VP of Operations and Culinary at Boston's Pizza.

At [Pet Evolution](#), a pet retail and grooming services franchise, Audits reinforced brand consistency and drove operational excellence.

"Brand standards and the customer experience are our top operational priorities. Opus has made it incredibly easy to manage our comprehensive audits — from capturing information and photos during a visit to assigning follow-up and tracking progress," said Lisa Weikle, VP of Operations at Pet Evolution. "Franchisees have clear, actionable items right on their devices, and we have visibility into progress across the network."

Opus CEO and co-founder Rachael Nemeth said Audits is built in a way that empowers auditors, which ultimately helps multi-unit locations thrive.

"Every operator I talk to has some version of the same story. Auditors can walk through the store, identify real problems, and then things fall apart on follow through," Nemeth said. "Audits closes the gap, and puts trust in auditors' judgment. This product also ensures quick action and easy follow through. The moment an auditor identifies a problem, it becomes a task with an owner and a deadline in one place. That's a system that allows businesses to maintain consistency and high standards."

Site Visit
Run this audit quarterly to confirm every location is meeting brand, safety, and

+ Add media + Link Content

▼ **Health and Safety**
Add additional instructions (optional)

Walkways and hazard control

- Needs attention. Slip or trip hazard ○ 1
- Acceptable. Minor issues, signage available ○ 2
- Meets standards. Clear, dry, hazard free ○ 3

+ Add option

Notes (optional) Photo (optional)

Fire extinguisher and alarms

- Needs attention. Expired, missing, or untagged ○ 1
- Acceptable. Present, tag nearing expiration ○ 2
- Meets standards. Inspected, tagged, in-date ○ 3

+ Add option

Notes (optional) Photo (optional)

Audit Trigger

If Walkways and hazard control is any of Needs attention. Slip or trip hazard then Create a follow-up task

+ Add action

Delete Trigger Cancel Update Trigger

Opus Audits makes it easy to turn every audit finding from a store visit into a task someone owns until it's fixed, giving operators an important tool to drive consistency and operational excellence.

Build and schedule audits

Create scored assessments with required photos and passing thresholds. Set a schedule per location, from daily to annually.

Complete on-the-go, assign fixes on the spot

Auditors score each step on their phone or tablet, flag issues, and assign a follow-up Task before leaving.

Track fixes and report across all locations

Store teams document their fix and submit it for auditor approval. Admins see scores, completion status, and follow-up Tasks across every location.

Opus Audits creates a one-stop-shop for store audits, from scheduling to identifying issues to fixing them.

Audits follows the recent launch of Opus Recommendation Engine and joins Opus Training's existing task management and training tools, all living in the same app frontline teams use each shift, with no new tool to adopt. Audits is now available to all Opus Training customers. To learn more visit: <https://www.opus.so/platform/audits>

About Opus Training

Opus Training is the training operations system trusted by hundreds of multi-unit brands, helping operators deliver consistent, engaging training that delivers measurable results. Named one of Fast Company's Most Innovative Companies and Inc.'s Best Workplaces, Opus is trusted in thousands of locations across restaurants, retail, fitness, healthcare and consumer services, Opus Training customers include Smashburger, Superstar Car Wash, Vasa Fitness, Sparkle Grooming Co., Craveworthy Brands, Shamin Hotels, Bonchon, and more. Learn more at [opus.so](https://www.opus.so).

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