INTELLIGENCE | K-12 SCHOOL NUTRITION

PARTNERSHIP360™ HEALTH CHECK: PROTECTING RETENTION

A school nutrition operator with two brands, one for public districts and one for charter schools, wanted an independent view of client relationship health, including the gap between how clients see the partnership and how its own teams think they do.

CLIENT	ACCOUNTS INVITED	PARTICIPATED	SCORES
K-12 nutrition operator	301	210 accounts, 277 clients	Client 8.3, operator 8.1

THE CHALLENGE

- Satisfaction looked healthy, but where was the quiet risk?
- One brand strong; one needing more alignment.
- Separating local issues from structural ones.

WHAT IT FOUND

- Frontline teams are the anchor of loyalty.
- Clients want more leadership visibility.
- The risk is about trust and governance, not food.
- 93 silent accounts flagged for outreach.

WHAT 4XI DID

01 Two sided survey
Clients and onsite teams.

02 Score and code
Numbers plus themed comments.

03 Account triage
Priority accounts first.

04 Top 10 actions
And a 24 month roadmap.

RESULTS

- **An early warning system** for at risk accounts.
- **A roadmap** for 0 to 6, 6 to 12 and 12 to 24 months.
- **A partnership culture,** with the TRUE NORTH© Learning Academy.

The operator's people are its greatest differentiator. Focus, consistency and governance will protect them.