



Finding Quality and Consistency: How Wendy's QSCC Serves Sourcing Excellence with JAGGAER

Vertical

Quick-Service Restaurants

Location

Dubin, Ohio

Size

- 6,400 restaurants across North America,
- 33 distribution centers,
- 400+ suppliers,
- \$4 billion in buying power

Featured Product Families

-  JAGGAER One Platform
-  Sourcing

Executive Summary

Quality Supply Chain Co-op, Inc. (QSCC) is the purchasing and cooperative that ensures over 6,400 Wendy's restaurants across North America receive the food, packaging, equipment, and services they need every day. At a time when the industry was facing growing sourcing complexity, inflationary pressures, and a fragmented process landscape, this essential member of the Wendy's® extended family sought a more efficient and cost-effective way to manage one of the largest and most complex foodservice supply chains in the industry. The company turned to JAGGAER to centralize sourcing for its 33 distribution centers, 400+ suppliers, and nearly 1,500 ship-from locations. JAGGAER's solution has delivered 15% savings in certain categories within a single year and given QSCC a converged, AI-enhanced platform to balance franchisee needs, supplier capacity, and operational constraints.

The Challenge: Preemptively Address New Challenges

QSCC is the second-largest co-op in the food service industry, with nearly \$4 billion in buying power. Established in 2010, it manages sourcing for categories as diverse as food, packaging, logistics, and facilities. Given the size and complexity of its network and the addition of new, more agile market layers, QSCC was able to preemptively dodge possible inconsistent sourcing and other operational inefficiencies through the



"It's night and day compared to the old Excel-based process. With JAGGAER, it's so fast, so easy, and the results come out in a ready-to-read report."

Joe Nelson, Lead Analyst – Finance, QSCC

Why JAGGAER

JAGGAER One is an intelligent source-to-pay and supplier collaboration platform, and the catalyst for enhancing human decision-making to accelerate business outcomes. Wendy's QSCC leveraged JAGGAER's Sourcing that helps customers to negotiate with suppliers on all cost drivers to simplify complex direct and indirect procurement and reach the highest savings.

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use of JAGGAER's ASO. Between 1,500 ship-from locations and 800+ suppliers, a single sourcing event required massive data wrangling and lengthy Excel-based analysis.

Without a faster and more efficient way to do sourcing, QSCC risked inefficiency, missed savings, and possible disruptions to restaurant supply. QSCC has been able to more efficiently maintain Wendy's brand promise of quality and consistency through the use of ASO.

The Solution: Speed and Transparency for Complex Sourcing

QSCC adopted a centralized sourcing strategy with JAGGAER's Advanced Sourcing Optimizer (ASO). The company selected JAGGAER for its three decades of sourcing expertise, as well as the configurability of its platform.

With JAGGAER ASO, Wendy's QSCC brings all its dispersed sourcing processes into a single, intelligent workflow. Buyers and suppliers now share the same space with unlimited scale for complex RFPs and Expressive Bidding® for suppliers to offer creative pricing, discounts, or conditional packages.

Shared workflow also means shared data. Faced with sourcing events with thousands of items, buyers and suppliers alike benefit from data-driven rate suggestions, capacity

analysis to assure supply continuity, and "what-if" scenario modeling that allows teams to compare sourcing strategies in real time.

Results: Increased Procurement KPIs

The transformation delivered results that extended beyond simple ROI. With JAGGAER Advanced Sourcing Optimizer, QSCC achieved:

- 30%+ of QSCC's materials are now sourced through advanced sourcing techniques.
- 15% savings in certain categories within a single year.
- Faster event turnaround and scenario modeling that supports real-time decision-making.
- Improved supply reliability, with freight lanes optimized to increase full-truckload shipments and reduce fuel costs.

The JAGGAER platform has become the backbone for large, complex RFPs, bringing speed, transparency, and flexibility. Looking ahead, QSCC anticipates continued pressure from inflation, evolving regulations, and sustainability goals. The sourcing team plans to deepen adoption of digital tools, explore AI-driven decision support, and further integrate supplier intelligence into its strategy.



Ready to chat about the impact we can make together?

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