

## Senior Expert Contact – a Program of Swisscontact POTENTIAL MEETS EXPERIENCE

The retired professionals of our Senior Expert Contact (SEC) are qualified experts on site. Through their consulting services, they provide hands-on, cost-effective support towards sustainable development of companies and institutions.

### SEC Assignment in Kosovo, 2023

Assignment No. 4074

<b>Location</b>	Pristina, Kosovo
<b>Client</b>	Food Manufacturing Chocolate and Nut spreads
<b>Expert</b>	Thomas Gehring, Procurement Professional Food
<b>Period</b>	23.04. - 05.05.2023



#### Client Profile

The client is processing and packing nuts and seeds and since 2021 started to manufacture a chocolate spread for local retail customers. The client wants to expand his customer base including customers abroad on the balkans. In order to get listed he wants to offer a better spread quality and packaging.

#### Tasks

The experts task was to assess clients product quality versus key competitors and to develop new spread recipes and to better meet consumer expectations and retail customer needs with regards to cost and quality.

#### Results

A blind testing program was designed and executed. The results were used by the expert to develop and produce two new recipes. New ingredients were identified and introduced. The operators in the factory were trained on good manufacturing practices.