

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 Georgia, 2023

Assignment No. 4084

Location	Tiflis, Georgia
Client	Catering Services
Expert	Felix Kaufmann, Hospitality and Catering Services
Period	08.03. - 26.03.2023



Client Profile

The client is a small catering company for family celebrations, corporate events (lunch, meetings and coffee breaks), canteen management etc. The company is looking to increase the volume of orders from current 30 deliveries to 100-150 per day.

Tasks

- Optimization of workflow in the catering unit
- Lean management & continuous improvement for standardization
- Introduction of production planning
- Quality management, control and optimization of products
- Ensuring capacity in line with demand

Results

In the first week we started to analyze the whole production process to identify the weak points. Subsequently, the system was readjusted to stabilize production, in collaboration with the entire team (Kaizen methodology).

In the second week, a production planning was launched to simplify the high volume and lead times for the various departments. In addition, a pre-production planning was introduced to streamline the operation and relieve the team during peak hours. In terms of quality and recipes, various application procedures were revised with the aim of delivering sustainable quality to the customer. Significant progress has been achieved by optimization of the entire production and the company has now free capacity to handle higher volumes.