

## Senior Expert Corps – a Project of Swisscontact

**Promoting entrepreneurship through expertise – Imparting technical skills through volunteer work**

The retired professionals of our Senior Expert Corps (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 Cambodia, 2017

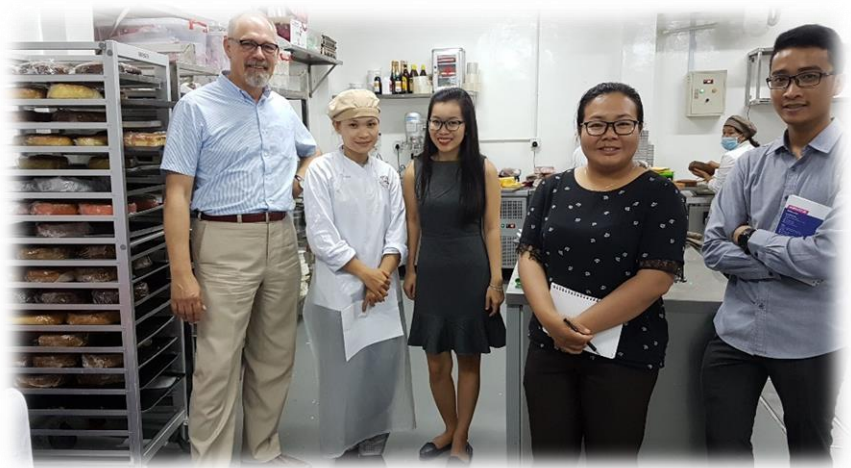
Assignment No. 3143

**Location** Phnom Penh, Cambodia

**Client** Food and Beverage, Hospitality

**Expert** Christoph Ramseier, Business Consultant

**Period** 15.05. - 25.07.2017



#### Client Profile

The client is Cambodia's franchisee of 6 fast food brands. Food is prepared in Central Bakery and a central kitchen and distributed to corporate owned stores of sub-franchises. In production and corporate stores there are a total of about 300 employees. Management challenges are a result of a fast growing company.

#### Tasks

Support with implementation of Performance Management for level I and II managers.  
 Analysis of current accounting system - changing financial reports to become more meaningful.  
 Preparation of baseline information to migrate the accounting and process management to a new ERP system.  
 General consulting on organizational and reporting matters.

#### Results

Assumption was that migration to the new ERP had already started and was going to finish within the first few weeks of the assignment. But evaluation showed that the implementation was by far not in a comprehensive quality. Thus all modules but the POS Systems needed to be built from scratch on new hardware again.  
 The desing of data flow, chart of accounts, list of products etc. finished.  
 KPIs for level I and II managers defined.  
 Tools to measure prepared.