

Process Redesign



Many processes in smaller F&B businesses are laborious. For example, food preparation, dishwashing, ordering and serving of food. Such processes can be redesigned and supported through automation to reduce businesses' reliance on manpower.

Smaller F&B businesses that take steps to simplify labor-intensive or inefficient processes are able to make more efficient use of their manpower resources, thereby increasing productivity. This can be done by redesigning the kitchen and shop-front workflow, or by leveraging on some form of automation and technology.

About the Solution

The solution aims to assist companies in the Food Services sector to increase their productivity by redesigning their workflow. It focuses on the following key processes that are typically labor-intensive or inefficient:

- Queue management and reservation
- Ordering, billing and payment; food serving and clearing
- Food preparation and dishwashing
- Inventory management (receiving, storage, drawing of stocks)

Expected Outcomes

- Increase in process efficiency by eliminating waste or non-value-added steps
- Reduction of costs caused by inefficient processes

What it involves

SGPC consultants will provide consultancy assistance to the company, covering the following steps:

- Identify the key processes to address to raise productivity
- Map existing processes, measure and identify waste / non-value-added steps
- Develop recommendations and a detailed action plan
- Pilot and refine
- Develop SOPs on revised processes
- Training for employees
- Implementation

Contact us for more details

Email: customerservice@sgpc.sg

Tel: +65 6745 5833