

APSE Catering and Cleaning Advisory Group

Using Technology to Drive Efficiencies

Andrew Markwell MIH
Liaison Consulting



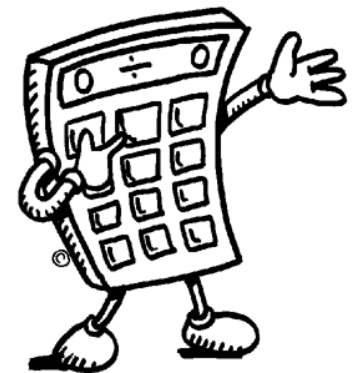
Efficiencies

Efficiencies = Cuts?

NO

Efficiencies = Business Improvement

Meaning – achieving maximum productivity with minimum wasted effort or expense.....



About Me....

- 25 Years of experience in catering hospitality
- Cross Sector experience public and private
- Management experience in Facilities
- 12 Years working with a IT services providers
- Member of IH
- Member of the IOD
- Several contacts with SFT and FSA on school meals standards
- Memberships/partnerships with Associations
 - LACA
 - NACC
 - TUCO
 - APSE



Media Coverage.....



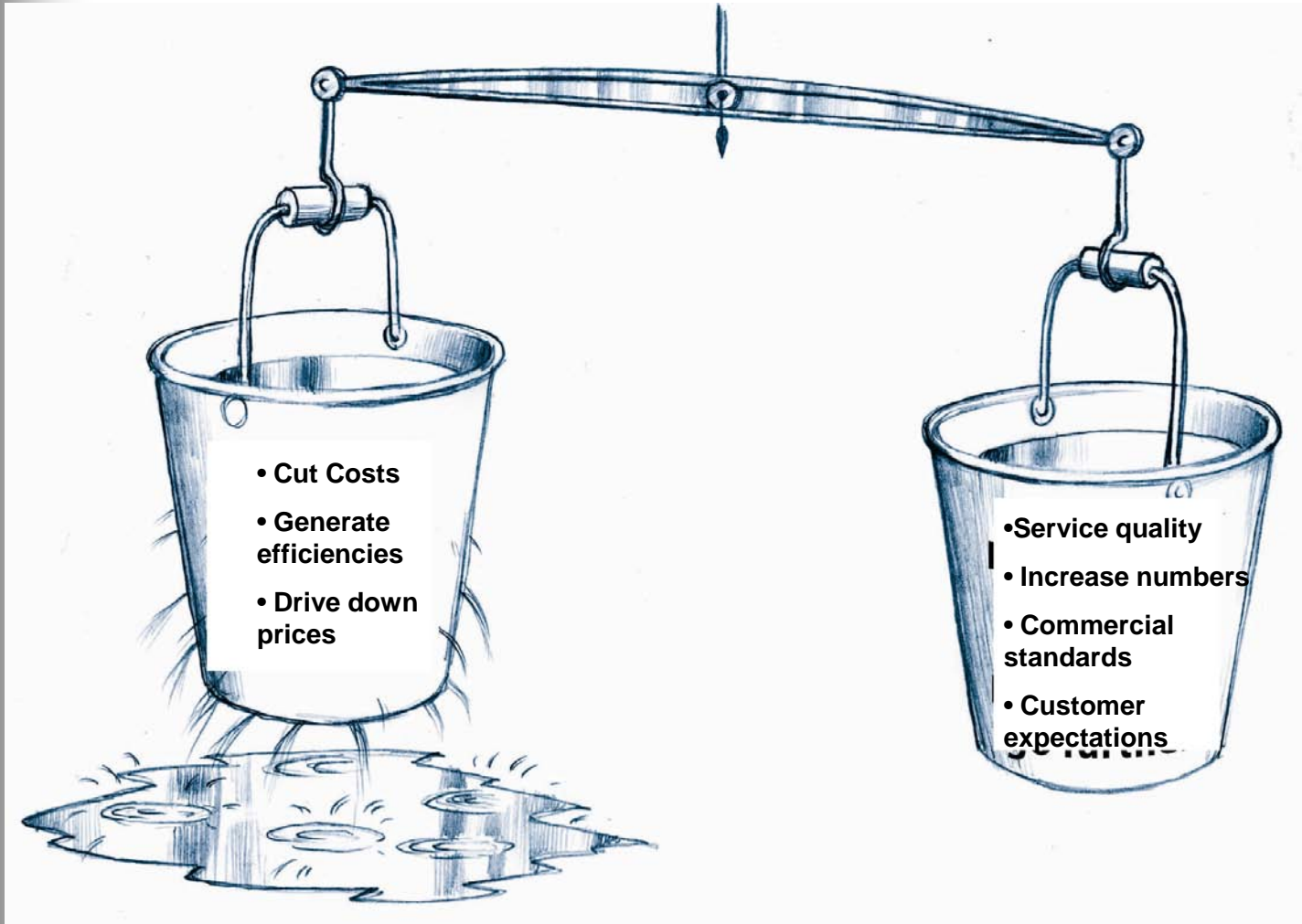
?????

Topics to cover...

- Business Efficiencies by capturing Data
- Management Reporting
- Business Processes
- Quality and Speed of Reporting
- Technology – what is out there
- The Future



The Balancing Act



Common Issues

- Paper Based returns- generally multiple manual forms and duplicated information...
- excel spreadsheet based calculations
- Completed Weekly and/or monthly
- KPI and management information weeks behind
- Generated by Financial systems
- Lack of technology
- Million pound businesses without technology
- Reliant on the accuracy of site level staff
- No site level accountability
- Costly on administration
- Drain on resources



Use of Technology

Types

- Web based applications – “Cloud Computing”
- Phone entry and voice recognition
- Mobile technologies
- PDA/hand held's – ipads/slates/tablets
- Text messaging - two way reporting
- EPoS
- Cashless – card/loader/web
- Pre – Ordering web or kiosks

Benefits

- enter data locally, reduced central costs
- Validated automatically
- instant reporting, management reports available straight away

Disadvantages

- Need technology of some sort
- Cost benefit/ROI
- Staff ability/training need



Case Studies

Local Authority One

Focused on money savings

Large authority controlling School catering, Civic and cleaning and some FM.

- 2% saving on purchasing cost
- Improved meaningful data
- reduced reporting from 2 weeks to 2-3 days from week close
- Reduced central administration
- Improved quality of service
- Management and local staff more accountable



Case Studies

Local Authority Two

Focused on quality/services improvements

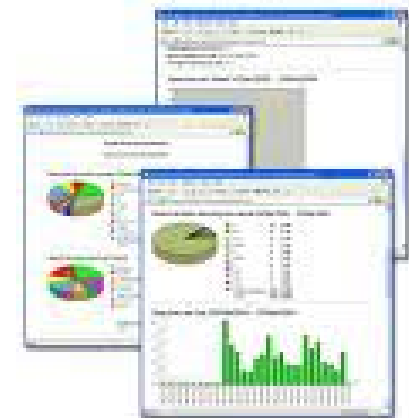
Devolved FM service provider

- All schools using PC/telephone based application for data capture
- Local staff responsible for trading reports
- Area managers have total view of trading position
- Implemented pre-ordering for staff and students
 - Increased take up from 30% to over 50%
 - Decreased queue and waiting times
 - Increased average sells value
 - Loyalty scheme



Reports

Some Examples of Management reports



Paperless Office

Types of Information that can be captured

- Income – cash/value/credits
- Purchases
- Stock Value
- Allowances
- Client Data
- Document Management
- Payroll
- HR/Training records
- Quality/Audit inspections
- customer satisfactions surveys

The list is endless.....

but is it paperless...!

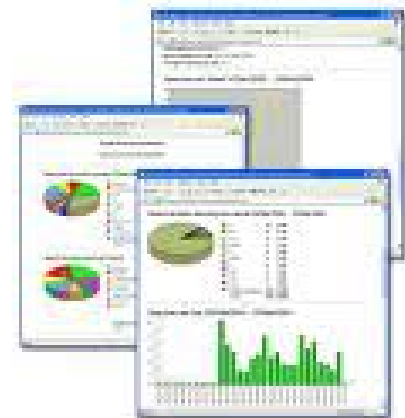


**“I’ve finally achieved
a paperless office.”**



How Can I help

- IT Business Reviews
 - what technology will fit your business needs
- Business Process analysis
- Nutrition training and assistance
- Business Improvement Reviews



The End

Questions and Answers

Contact Details

Email-

andrew.markwell@liaisonconsulting.net

Mobile-

07704 591318

