

FULL THROTTLE FEASTING

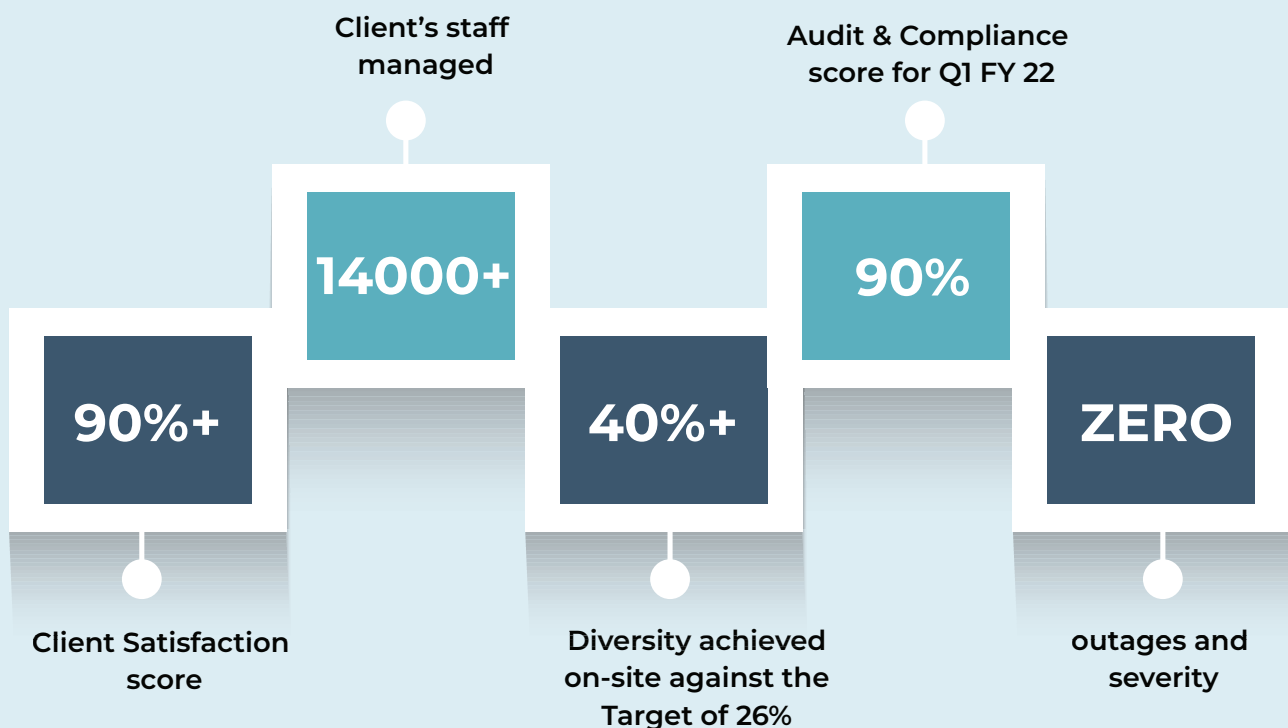
Unveiling Compass Group India's Auto Factory Dining Revolution!

BACKGROUND

Since June 2014, Compass Group India has forged a strategic partnership with a leading American multinational automotive manufacturer. At this client's factory in Gujarat, Compass oversees comprehensive food and beverage services, catering to the needs of over 1,400 employees round the clock.

CHALLENGES AND SOLUTIONS

Compass Group India encountered the challenge of **ensuring uninterrupted service while diversifying menu offerings and optimizing costs**. In response, Compass deployed a dedicated team of 51 employees to manage two cafes and 92 tea points on-site. Despite the scale of operations, the team maintained a remarkable client satisfaction score of over 90% and achieved an impressive 90% audit and compliance score for Q1 FY 22.



ADDITIONAL VALUE ADDS

In a bid to augment efficiency and enhance service quality, Compass introduced various tools and equipment, including dishwashers, chapati making machines, Vibro Sifter, C-Spot Sorting Tool and an E-Vehicle for food transport. These innovations not only streamlined operations but also elevated the overall dining experience for the client's employees.



ACHIEVEMENTS

Through strategic initiatives and operational finesse, Compass Group India achieved significant milestones:



Prudent Resource Management

Realized a notable 8.5% cost efficiency.



Operational Agility & Effectiveness

Streamlined manpower deployment from 160 to 90.



Service Excellence & Reliability

Consistently upheld a service level agreement (SLA) score surpassing 87%.



Exceeding Diversity Benchmark

Maintained a commendable diversity rate of 40%, exceeding the target of 26%.

CONCLUSION

This successful collaboration between Compass Group India and its valued client exemplifies the former's unwavering commitment to excellence, client satisfaction and operational efficiency. By consistently surpassing key performance indicators and embracing innovation, Compass has emerged as a reliable and innovative partner in the manufacturing sector. This case study serves as a testament to Compass Group India's capability to deliver tailored solutions that meet the unique needs of its clients while upholding the highest standards of quality and service.