

LEAN ENTERPRISE DEVELOPMENT (LED)

Co-opetition - Cooperate to Compete

8 competing restaurant operators from the Indian Restaurant Association (Singapore) ("iRAS") cooperate to set up a Central Processing Unit (CPU) to alleviate their manpower constraints and boost their productivity.

Transformation

Before



Total no. of kitchen staff: 48

After



Transitional foreign manpower support to help restaurants restructure operations



A cooking kettle with automated stirrers effectively reduces labour efforts and man-hours spent



Work with ACI on a Place-and-Train programme to build up pipeline of skilled local chefs



WHEN FULLY FUNCTIONAL, THE CPU CAN ACHIEVE MANPOWER SAVINGS UP TO 46%!

Total no. of kitchen staff at the CPU: 26



Government Support



Capability Development Grant (CDG)



Transitional Manpower Support



Industry Catalyst Programme
Career Support Subsidies



The setting up of the CPU is a step in the right direction. This is a story of how 8 rival restaurants partnered up to share a CPU to improve individual productivity by becoming manpower-lean. I hope it will inspire more companies from other sectors to collaborate. The LEDs will give full support to such cluster projects.

POPEYES – Cutting the Queue!

Popeyes Louisiana Kitchen totally scrapped ordering at cashiers at some outlets and implemented self-ordering kiosks.

Transformation

Before



Manpower shortage



Long ordering time



Frustrated customers



Stressed staff

After



MOS Teo using the self-service kiosk



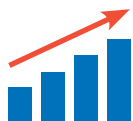
Government Support

SPRING
singapore
Enabling Enterprise

Capability Development Grant (CDG)



Benefits



10% to 15% increase in sales



Faster customer turnaround



50% reduction in ordering time



Customers are happier with shorter waiting time



Boost staff morale and optimism



Mr Dickson Low (COO)'s advice to our readers

Companies must step up transformations with rapid technological advancement. They should tap on government schemes that support business innovation and development. Similar to Popeyes, they too can enhance business operations and improve productivity with funding.

The LED Scheme supports progressive SMEs that want to become more manpower-lean, develop a stronger Singaporean core, and build a better quality workforce.

Please approach the SME centres and/or your trade associations if you need assistance to draft your proposal. You may submit your proposal to leds@mom.gov.sg for assessment.