

**FROM KITCHEN TO CUSTOMER: SOLVING SUPPLY CHAIN
ISSUES AT TEMPTATION**



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To Whom It May Concern,

This is to confirm that Abdul Basit Malik, Syed Sameer, Hassam Ahmed Bangash. Students of Bahria University, E/8 campus. They have been granted permission to visit Temptation Cafe for the purpose of conducting research for their Final Year Project titled "From kitchen to customer: solving supply chain issues at temptation"

During their visit, the students are authorized to observe cafe operations, interact with staff, collect relevant data related to inventory management, procurement, forecasting, logistics, and other operational processes. They are expected to maintain professionalism and confidentiality while handling sensitive information and will ensure that their activities do not disrupt regular cafe operations.

We appreciate the initiative taken by the students and are willing to provide all necessary assistance to support their academic research.

Sincerely,

Mr. Maaz Bin Iqbal
Temptation Cafe, 1/8 Markaz, Islamabad



ACKNOWLEDGEMENT

We hereby take the opportunity to say our utmost thanks to Allah SWT; his blessings, guidance and mercy allowed us to complete our Final Year Project successfully and that is, Supply Chain Optimization and Operational Analysis of Temptation Cafe, Islamabad. The present report has been created within the scope of the requirements of the Bachelor course in Supply Chain Management at Bahria University.

It is with great pleasure that we wish to confirm that our Supervisor, Ma'am Javeria Aftab, was the key source of guidance, constructive feedback, and encouragement during the project. Her experience was crucial in the development of our research methodology and results.

Mr. Maaz Bin Iqbal, Temptation Cafe staff, are also grateful, as they cooperated and helped and were willing to share data and knowledge about their operations. This was because of their openness, which facilitated the process of data collection and analysis.

Lastly, we would like to express our gratitude to the faculty and staff of Bahria University whose help, expertise and support provided an environment that facilitated this project to be completed successfully. They have been of great help to us in their mentorship.

ABSTRACT

The project, “From Kitchen to Customer: Solving Supply Chain Issues at Temptation” mentions the supply chain optimization and the operational analysis of Temptation Cafe, which is situated in I/8 Markaz. The main problem of the research is to determine the main inefficiencies within the supply chain and store operations of the cafe, and to suggest feasible ways of improving productivity and cost reduction, as well as customer satisfaction. The study examines four primary issues, which are management of inventory, demand forecasting, procurement and the logistics/distribution to the overall performance and profitability of the cafe.

Different sources of data were gathered such as interviews with the cafe staff, analysis of suppliers, past sales records , SWOT and PEST analysis which gave an in depth insight of the internal and external forces influencing operations. The ABC analysis was used to rank the inventory, production activities, and suppliers by their importance and contribution to the revenue, providing the possibility to find solutions to the most important items and processes. The efficiency of the operations has been improved through reorganizing the workflow in the kitchen by using pre-preparation pacing.

The study suggests that there are beneficial outcomes such as a possible decrease in the inventory stockout, an improvement in the accuracy of the forecasts, a drop in the procurement delays, and a decrease in order preparation time at peak times. These alterations will boost the sales over the weekend, controlling cost and customer satisfaction. The study suggests that with the adoption of the data driven supply chain and operational strategies, there can be a significant enhancement in efficiency, profitability, and quality of service that Temptation Cafe provides. The results also offer an effective guideline on how small scale restaurants can maximize operations, inventory management and supplier relationships in a competitive market.

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