EXPERIENCE | INDUSTRIAL MANUFACTURING

ENHANCING ONSITE DINING PERFORMANCE FOR A MAJOR MANUFACTURER

A major U.S. industrial manufacturer with many locations wanted to understand and improve the performance of long standing dining partners: the contract, the financial terms, operations and employee sentiment.

CLIENT
Major industrial manufacturer

FOOTPRINT
Multiple U.S. locations

4XI ROLE
Partnership review

NEXT STEP
Partnership Optimization Program

THE CHALLENGE

- A dated contract construct that varied by location.
- Financial terms that lacked transparency.
- Uneven quality and efficiency across sites.
- Employee dissatisfaction and a loss of trust.

SOURCES OF INSIGHT

- Site visits.
- Contract and commercial review.
- Employee surveys and focus groups.

WHAT 4XI DID

01
Contract review
A clearer, standard construct.

02
Financial analysis
Hidden costs and fairer terms.

03
Performance framework
Quality, speed, satisfaction.

04
Employee voice
Preferences and pain points.

RESULTS

A more workable contract and financial model being rolled out.

Cost transparency and better commercial terms.

A reset partnership, aimed at win win outcomes.

Long partnerships drift. A fair, transparent reset of contract, finances and performance puts the relationship and the employee experience back on track.