



Hospitality & Entertainment Case Study

Business Problem:
Cost Pressure Driving EBITDA Erosion

VERTICAL:  Hospitality and Entertainment

NLP SERVICES:  Lean Transformation

CLIENT

World's largest independent provider of catering and provisioning services for airlines and railroads, facing increased competitive pressure.

EBITDA erosion through uncontrolled operational costs.

Reactive leadership approach w/lack of OpEx organizational mindset.



APPROACH

- Blitz strategy – Identify largest opportunity, engage with Operational Excellence Projects
- Value Stream Map & roll out plan development
- Daily Management Process (Metrics, Review Cadence, and Problem Solving Structure) to drive sustainability and day to day performance improvement
- Train and supplement internal Continuous Improvement Capability

THE RESULTS

- 3.7 Percentage Point EBITDA Margin improvement (Airline Division)
- \$3.8M Annualized Labor Improvement
- 75% reduction in customer rejects due to quality issues

NLP Investment: \$909K

Division EBITDA Analysis

