Operations

Name

Institution

Course

Date

**Introduction**

This chapter deals with how the enterprise will run, including its production facilities, production strategy, production process, and the regulation affecting these operations (Ferreras-Garcia et al. 2019). For the business operations, modern facilities shall be acquired. Bygrace Fast Foods and Snacks will use the new technologies to provide the best quality drinks, beverages, and snacks. This makes Bygrace Fast Foods and Snacks stand the best chance of outdoing its competitors in the industry.

This involves the stages used by Bygrace Fast Foods and Snacks in giving out its services to its customers. The partners will be in a position to introduce other additional services to the company as the business expands (Fichter & Tiemann, 2020). Change of technology will also affect the business. The major external factor that will affect the business is inadequate funds on some days of the month, but the business tends to minimize this by offering its services at a considerable low cost to its customer.

The production of fruit juice and wine on a larger scale to meet a higher demand requires that the company transit from a small-batch prototype. To do so, it is dispensable to acquire critical aspects of operations essential for expanding the capacity necessary for achieving goals (Rosati & Conti, 2016). The facility, equipment, production processes, and labor force are some of the vital elements that the Company will not be able to survive without. The startup already has a facility that has the potential to support the transition and business growth, at least for the first five years.

**Facilities**

This chapter deals with how the enterprise will run, including its production facilities, production strategy, production process, and the regulation affecting these operations.

With a population of more than one million people, we plan to set up our food and beverage business in Ottawa city here in Canada (Watson, McGowan, & Cunningham, 2018). The restaurant will occupy a 1500 square foot rented space near Dow's lake Ottawa. The rented space will be divided into 6 major parts which include; The Factory, the service space, the bar area, a restroom area, and a backdoor room which also serves as the office. Situated close to a busy road, the restaurant is expected to make big sales. Furthermore, our restaurant has an underground parking spot which can accommodate more than 200 vehicles at a go, therefore making it a suitable stopover for motorists in Ottawa. Additionally, our night bar is situated on the balcony of a 10 storey building, which by itself is an attraction (Rosati & Conti, 2016). Moreover, the city’s tourist attractions such as parliament hill, the Canadian war museum, and the national gallery of Canada are set to boost business operations.

The premises of Bygrace Fast Foods and Snacks will be a two-roomed rental house measuring 3 by 5ft with a rental charge of $ 2400 per month (Gabler et al. 2017). The premise will be on the ground floor of the complex on the left side. The room will be well ventilated, with suitable power points and a smooth flat surface for the machines. There are plans for the renovation of the premises for $ 1000 before the business is established and this will make the place look even more attractive (Ivanisevic et al. 2016). The business owner will see into it that the premises are comfortable for both customers and the workers. This will include a good arrangement of wines and beverages on a cupboard in the position they will be safe and well displayed. The premise will bear a decorative carpet on the floor, a side mirror all over the room, and charts displaying different wines and beverages which will be hanged on the wall. Flower vessels with beautiful flowers will be well arranged in the reception room which will also have comfortable chairs (Ferreras-Garcia et al. 2019). In addition, soft music will be available on the premises.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Item | Quantity | Cost Per Item | Total Cost |
| 1 | Blue Berry drier m/c | 3 | 5000 | 15000 |
| 2 | Drier M/C | 2 | 15000 | 30000 |
| 3 | Mixing Machines | 2 | 3000 | 6000 |
| 4 | Crushing machines | 10 sets | 50 | 500 |
| 5 | Cooling machines | 8 sets | 50 | 400 |
| 6 | Steaming machines | 2 | 5000 | 10000 |
| 7 | Packaging machines | 6 sets | 2500 | 15000 |
| 8 | Furniture | 10 | 500 | 5000 |
|  |  | **TOTAL** | **31180** | **82260** |

The above list will be bought by the partners of Bygrace Fast Foods and Snacks at the start of the business, but others will be bought later as the business expands. The machine's spare parts will be locally assembled by qualified technicians. They will service and maintain the machines monthly (Fichter & Tiemann, 2020). They will also repair them in case of any breakdown. For the spare parts that will not be locally available, the partners will arrange and send the supplier to purchase.

**Production Process**

The production of blueberry products within Bygrace Fast Foods and Snacks involves six stages (Ivanisevic et al. 2016). The stages involve reception and cleaning processes of raw materials, blueberry crushing processes, blueberry mixing processes, blueberry pelleting processes, cooling processes of blueberry wines and beverages, and packaging of blueberry wines and beverages.

The blueberry product production process within Bygrace Fast Foods and Snacks is divided into various steps (Gabler et al. 2017). For each production process phase, there are specialized wine and beverage processing equipment.

Stage one: The reception and cleaning processes of raw materials

The first step involves reception and cleaning of the raw material such as blueberries utilized for producing wines and other beverages.

Stage two: Blueberry crushing processes

Then, the materials are passed through the hammer millers, in which they are milled into fine sizes that are appropriate for manufacturing wines and other beverages.

Stage three: Blueberry mixing processes

Then, the crushed blueberry materials are passed into mixing machines, in which various substances and ingredients are added into to raw materials of blueberries to ensure that the finished blueberry products such as wines and other beverages contain all the needed nutrients.

Stage Four: The cooling process of Blueberry Products

At temperatures of 88C0, the blueberry products are generated and have moisture levels of 15-20%. The levels of moisture are decreased to 10-12% for cooling, and storage (Ivanisevic et al. 2016). Therefore, the wines and other beverages are passed into the coolers, in which they are cooled to decrease the moisture level and cooled to temperatures that close to room temperature.

Stage five: Packaging of blueberry products

Semi-automatic packaging machines are utilized to pack the blueberry products into bottles after they are manufactured so that they can be distributed to the end customers or stored (Türko, 2016). Computerized machines measure the specific amounts of blueberry wine and other beverages for each bottle, and the blueberry wines and beverages are pneumatically packed into the bottles. The bottle with the blueberry wines and beverages is moved on conveyors to the areas in which a machine automatically stitches the open tops of the bottles so that they can be distributed or stored.

**Research and Development**

Research and development are key for success and enhancing business performance. Research and technology actively work towards increasing product portfolio and staying on top of the market (Rosati & Conti, 2016). Due to the small size of the company, the R&D department will be in-house staff managed by top management. R&D represented by customers' surveys, online research, and attending exhibitions. Technology plays a big role in the business system. Software is a critical element necessary for streamlining operations most efficiently and effectively. The Company will need software to leverage accounting and financing, communication and collaboration, project management, and contract management. The Company already has graphics software necessary for developing product and label designs. The Company plans to acquire each of the four software at $800 each. It will also purchase Batch-master – A beverage manufacturing software – at $1000 (Watson, McGowan, & Cunningham, 2018). All storage and backup plans will be done in the cloud. This is necessary for protecting data against cybercrime and managing costs.

**Personnel Needs in Operations**

The current management will consist of an excellent team with which Bygrace Fast Foods and Snacks can start operation. The company CEO and President will be an MBA graduate with vast experience, knowledge, and skills in leadership and management (Rosati & Conti, 2016). The business founder has been in the business for over seven years hence fully understands market needs and trends. The Company expects to recruit more competent experts in its management team.

The Senior Management Team includes the following;

* Fulltime CEO/President
* Creator & Master Mixer
* Production Advisor/ Production Line Foreman
* Computer Expert
* Legal advisor

The Company will also need to source for key personnel including VP marketing and sales, VP Production and Quality Assurance, VP supply chain management, Chief Technology Officer, and Chief Finance Officer. The owners believe that we will be able to source in-house from our capable team.

References

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