

Success story

Niu Foods resolves in-store personnel requirements to Human Resources with Frogmi®

NIU FOODS



#StoreWork

#Automation

#Workflow

#Traceability



Response time

-90%

Implementation time

4 weeks

Cases solved in <2h

98%

Satisfaction level with HR communication system from "sufficient" to "very good".



About Niu Foods

Niu Foods is a holding company passionate about flavors, delivering its restaurant services through its Niu Sushi locations since 2009. Since then, they have created two new restaurant lines: Guacamole and KaoThai.

Today, Niu Foods has 50+ locations and more than 1,600 employees. Their plans include opening more restaurants during 2022-23 and achieving an international presence in Latin America.

"We wanted to deliver a fast, effective, and practical tool for our employees to connect with HR."

Agustín Dikenstein

Deputy Operations Manager at Niu Foods.



Challenge & Objectives

Committed to maintaining an excellent working environment, Niu Foods conducts a monthly survey. Taking feedback from the store personnel, they grasped the opportunity to improve communication, bring closer, and strengthen the bond between its employees and the organization, especially with Human Resources.

The store associates highlighted the discomfort of using methods such as e-mail and not having clarity about to whom and how to transmit their doubts. Often, the Store Manager provided support to the team. Having an intermediary generated bottlenecks and hindered communication. From Operations, they understood that employees needed to access a platform and go directly to the source, as indicated by Agustín Dikenstein, Deputy Operations Manager at Niu Foods.

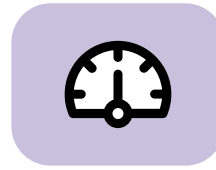
The following objectives were defined:



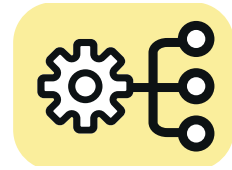
Bringing employees and the organization closer together, strengthening their bond.



Enable self-management, facilitating, simplifying, and standardizing processes.



Improve the service level, response time, and traceability.



Support HR in organizing and structuring information and tasks to be performed.

The Solution

To address this challenge, Niu Foods chose Frogmi® as a technological partner to orchestrate automatic workflows that allow the resolution of personnel requirements through the StoreWork module.

Working with Human Resources, all requirement cases were mapped, generating a selection menu, identifying the process' stages and the information required to provide a solution or answer to each situation.

Given the industry's high-turnover rate, access to the platform was provided through a portal with a QR code, facilitating user management.

Three pilot sites were selected for the implementation, where all the workflows for the different requirements were tested, optimized, and validated. Then, an incremental roll-out plan was initiated until all locations were addressed, including staff training.

Results

The implementation of the solution took only 4 weeks. Since then, Niu Foods have seen a 90% decrease in response time to employee requests, with 98% of cases resolved in less than 2 hours.

Overall, Niu Foods has benefited from the traceability and real-time visibility of requirements and corresponding solutions. **Measuring and generating cross-cutting KPIs** have been fundamental to eliminating noise and forging a closer relationship within the organization. It allows for **objectively evaluating activities, resolution times, and responses.**

Main results

-90% response time.

>98% of the requirements are answered in less than 2 hours.



Improvement from "sufficient" to "very good" against the question "How satisfied am I with the HR contact system."

Undoubtedly, Niu Foods faced a significant challenge within its organization by using Frogmi® in the quest to promote closer relationships. We are convinced that their innovative vision and concern for their employees will continue to bear great results.