

## HOW KABRASO IMPROVED CLIENT OPERATIONAL EFFICIENCY



### THE CLIENT

Started their production in the early 1970s, Client S has been an established Philippine corporation focusing their core business in sourcing, production, shipment, distribution and marketing of fresh fruit products from Cavendish banana, pineapple and papaya.

Distribution and exportation happen in six international markets from Japan, Korea, China, Singapore, New Zealand and Middle East. Their vertically integrated operations are optimized to ensure total quality management from safety, consistency in taste, quality, and volume.

Client S has protected and controlled their products from research and development until their products reach the market and consumers.

Client S has a total integrated system of production with a research center, plantation, packaging plants, cold chain, loading port, and shipping facilities.

Over the years, Client S has grown their operations to approximately 14,000 hectares of plantations. It operates a total of more than 12,000 hectares in different plantations in Mindanao for their banana production, while 1,292 hectares for pineapple and 78 hectares for papaya.

Kabraso Multi-Purpose Cooperative has been managing different departments at the port of Client S; from providing manpower requirement for each department, ensuring all key performance indicators are met, assessment of each personnel and employee relations.

To date, Kabraso Multi-Purpose Cooperative has 900 members working for Client S.

### TATAK KABRASO: DEPENDABLE

The previous service provider who was a local-based cooperative had involved Client S with issues in terms of handling their employees and members.



#### PAYROLL

Delayed release of payroll of members



#### 13TH MONTH PAY

Delayed release of the 13th month pay



#### NON-PAYMENT

Non-payment of mandatory contributions and loans of members



#### CAPITAL SHARES

Capital shares of members were not given back to them. Total amount reached P50,000



#### CONCERNS

Members couldn't be able to voice out their concern to the authorities of their previous service provider

Aside from these, the supervisors of the previous cooperative failed to implement policies of Client S.

When these challenges went beyond out of control, Client S has decided to open their doors to other service providers.

Client S opened the bid to different service providers. There were 8 organizations who participated but only four were shortlisted including Kabraso.

Kabraso Multi-Purpose Cooperative immediately submitted their proposal to Client S through their Mindanao OIC. After which, Kabraso was able to present our core services and competencies to the board of directors and management team of Client S.