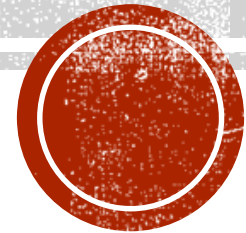


CASE STUDY

CONFEDERATION OF FREE TRADE UNIONS OF MACEDONIA - KSS



CASE STUDY 1

- ❖ Glamur BK
- ❖ Company part of the catering sector
- ❖ History of the company:
 - ✓ Existing in Bitola for 25 years
 - ✓ Previously called BK Millennium

PREVIOUS WAY OF WORKING

- ❖ All operations and service were carried out using notebooks or a paragon blocks
- ❖ Written by pen into the notebook and delivered manually to the kitchen
- ❖ After first modernization – working with computers and manually marking each order, then printed and taken to the kitchen or bar



NEW WAY OF WORKING

- ❖ Latest digital solution in the hospitality sector in Macedonia started 4 years ago
- ❖ Tablet for each waiter
- ❖ Receiving the order through the tablet and directly sent for preparation
- ❖ Entire work system installed in three different places: bar, grill and salad
- ❖ Everything come up on a screen



REASONS FOR DIGITALIZATION

- ❖ Nobody cannot interfere with the work of his other colleagues
- ❖ No waiting for the orders to be brought or received
- ❖ Guests are served immediately and no time is wasted on delivering an order and waiting for it to be prepared and then delivered
- ❖ Much better and more efficient organization of the work process
- ❖ System for receipt of invoices is also digitized and records of raw materials have been digitized



CASE STUDY 2

- ❖ Paver Trade
- ❖ Company part of the construction sector
- ❖ History of the company:
 - ✓ Established in 2012 in Kavadarci

PREVIOUS WAY OF WORKING

- ❖ Working with a concrete base
- ❖ Quite old
- ❖ Required 5 employees to make it work



NEW WAY OF WORKING

- ❖ Starting the digitalization in 2021
- ❖ Completely new investment, i.e. a completely new concrete base - completely digitized - only one worker is needed to do the work
- ❖ Workers sent to training – using the new machines and repair them



REASONS FOR DIGITALIZATION

- ❖ Increase of the production capacity
- ❖ Reduction in the number of employees - redistributed to another job according to their qualifications and experience
- ❖ Improving the efficiency of the work process



CASE STUDY 3

- ❖ Part of the furniture production and manufacturing sector
- ❖ History of the company:
 - ✓ Established in 1999 in Bitola



PREVIOUS WAY OF WORKING

- ❖ **Chipboard cutting process - the dimensions were mechanically adjusted and the displacement slat was mechanically adjusted**
- ❖ **Cutting and drawing of the interior - in AutoCAD and the display was only with coordinates and lines**
- ❖ **Cutting list was made on a sheet of paper - carried by the interior designer to the owners - taken to the technician to cut the material**



NEW WAY OF WORKING

- ❖ Machine automatically picks up the board - puts it in the machine and the saw is automatically turned on, which cuts the board
- ❖ No paper is used



REASONS FOR DIGITALIZATION

- ❖ Precision
- ❖ Safety in the work
- ❖ Speed of production
- ❖ Reduction of human factor error



CASE STUDY 4

- ❖ Part of the textile sector
- ❖ Has several halls
- ❖ Different sector exists and functions in each hall

PREVIOUS WAY OF WORKING

- ❖ Transport of the finished material - carried out manually
- ❖ Carrying it with wagons-plastic carts with dimensions of 0.8m³
- ❖ Difficult process to work on



NEW WAY OF WORKING

- ❖ Done in 2016
- ❖ Introducing an automated track that takes the product to further processing in such a way that the material itself is placed on the track to transport to the next plant
- ❖ Material is accepted and forwarded to the next plant
- ❖ In the next hall, part of the work is done manually - putting threads or putting labels
- ❖ The finished products are packed



REASONS FOR DIGITALIZATION

- ❖ Improving working conditions
- ❖ Increasing production
- ❖ Work is faster



CASE STUDY 5

- ❖ Company that is part of the food sector
- ❖ Existing for more than 15 years
- ❖ Located in Strumica
- ❖ Main aspect of work: canning and processing of peppers - preparation of traditional Macedonian products



PREVIOUS WAY OF WORKING

- ❖ 20 female workers were employed
- ❖ Removed the stems from the peppers by hand from each pepper separately
- ❖ Cleaned the seeds by hand of each pepper
- ❖ Put the peppers in a large bowl of water to wash them of the remaining seeds.
- ❖ Drained the peppers of the water and sorted according to what they are suitable for
- ❖ Released for production



NEW WAY OF WORKING

- ❖ Starting from 2019 - entire process is automated
- ❖ Machine automatically removes the handles from the peppers, shakes the peppers by itself
- ❖ Peppers are only sprayed with a small amount of water from the upper side
- ❖ Workers collect the peppers and put them into the further processing process



REASONS FOR DIGITALIZATION

- ❖ Lack of sufficient labor for this type of production
- ❖ Men do not want to do this work
- ❖ Production itself has increased by as much as 300% with the same engagement



CASE STUDY 6

- ❖ Works in the sector of post-processing of paper products
- ❖ Production and packing of napkins

PREVIOUS WAY OF WORKING

- ❖ Women workers packed the napkins by hand
- ❖ 100 napkins in a nylon plastic bag
- ❖ In order to determine that there are 100 napkins - placed certain amount of napkins on a scale and according to the appropriate weight, the number of 100 napkins was determined



NEW WAY OF WORKING

- ❖ Introduced in 2013
- ❖ Since the company itself produces the napkins – they are put on the line and the line moves within the machine
- ❖ The machine itself is set to automatically determine the amount of 100 napkins
- ❖ Then the packing is done



REASONS FOR DIGITALIZATION

- ❖ To increase production
- ❖ To facilitate the work process
- ❖ Simplify the work
- ❖ Enable workers to do other things that are easier on the one hand and more productive on the other hand

GENERAL PROBLEMS

- ❖ Fear of the new and unknown
- ❖ Obstruction that the employees
- ❖ Employees not believe in the digitalization process itself



CONCLUSIONS

- ❖ The digitization leads to a much better and more efficient organization of the work process
- ❖ Introduction of the digitalization leads to precision
- ❖ Safety in the work, speed of the work process, and reduction of human factor error
- ❖ Each employee had an appropriate training
- ❖ Positive evaluation of the new digitalized tools
- ❖ Increased expeditiously and quality
- ❖ No firings



THANK YOU FOR YOUR ATTENTION!



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