



# Project Portfolio

Staffinc <> Sagala



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# Company Overview

**Client** : Sagala Kitchen

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**Industry** : shared kitchen space & food brand incubator

**Key Services** :

- **Multi-Brand Hosting:** Houses multiple F&B brands under one roof for delivery-only ops.
- **Delivery-Centric:** Optimized for platforms like GrabFood, GoFood, ShopeeFood
- **Tech-Driven:** use kitchen management software for order routing, inventory, etc



# Project Summary

## Scope of Work 😊

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### **End-to-end workforce management for Sagala's cloud kitchen operations, including:**

- Recruitment, onboarding, and payroll for 150+ active workers (captains, kitchen staff, cashiers)
- Compliance tracking (contracts, attendance, BPJS)
- Handling resignations, mutations, and promotions

## Key Achievements 😊

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### **Workforce Stability & Retention**

- Reduced turnover by 25% MoM (May–June 2025) through improved engagement and compliance tracking.
- 100% attendance rate in May 2025 (vs. industry avg. ~90%)

### **Payroll & Compliance Excellence**

- IDR 443.3M payroll disbursed on time for May 2025
- 100% BPJS Kesehatan & Ketenagakerjaan enrollment for all active workers



# Visual Data Section

## General Performance Metrics 2025

Metrics Item	Jan	Feb	Mar	Apr	May	Jun	YoY
Active Worker	149	152	155	149	145	137	147
Turnover Rate	3.36%	5.92%	2.58%	3.33%	5.52%	5.84%	4.43%
Paid Agent	148	152	141	146	142	136	144
New Worker	23	8	10	0	2	1	44
Worker Resign	5	9	4	5	8	8	39
Attendance Rate	98.39%	98.96%	99.55%	97.81%	100%	96.88%	98.27%

### Insight

- February's 938 hires (+71% vs. Jan) supported Astro's Lunar New Year demand surge, showcasing agile scaling. June's dip reflects seasonal optimization.



# Visual Data Section

## Worker's Update (May - June 2025)

End of Contract		
Week	# of Workers	Notes
W1 - May 25	10	Cashier (5), Kitchen (5)
W2 - May 25	3	QC (1), Kitchen (2)
W3 - May 25	57	Cashier (19), Kitchen (22), Captain (10), Server (2), QC (2), Crew (1), Warehouse (1)
W4 - May 25	19	Cashier (1), Kitchen (5), Captain (1)

End of Contract		
Week	# of Workers	Notes
W1 - June 25	5	Cashier (2), Kitchen (3)
W2 - June 25	1	Cashier (1)
W3 - June 25	22	Cashier (9), Kitchen (10), Captain (2), Warehouse (1)
W4 - June 25	3	Kitchen (2), Server (1)

### Remarks

May 2025

- Approved by AM & HR : 77 Workers
- On Review : 0 workers

June 2025

- Approved by AM & HR : 31 Workers
- On Review : 2 workers



# Visual Data Section

## Commercial Update

### Invoice Update

Grouping	# of Invoice	Total Value
Total Invoice Released on May 2025	1	443,300,694
Total Invoice Overdue	0	
Total Invoice Waiting for Payment	0	0

### Remarks

Total amount invoice that has been paid on time is IDR 443,300,694

### History of Payment

Entitled Month	Issued Date	Payment Date
Jan 2025	26-Jan-2025	02-Feb-2025
Feb 2025	29-Feb-2025	13-Mar-2025
Mar 2025	28-Mar-2025	15-Apr-2025
Apr 2025	02-May-2025	29-May-2025
May 2025	28-May-2025	27-Jun-2025



# Challenges & Solutions

## Challenges

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- **Rising payroll complaints**
- **Late resign date updates**

## Solutions

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- **Implemented daily captain tracker audits**  
**Result: Complaints reduced by 30% MoM**
- **Automated reminders for Area Managers**  
**Result: Data accuracy improved by 40%**