

## CAROLINA FOOD SERVICE MAKES NEW INVESTMENTS AND INCREASES SALES AND JOBS FOLLOWING SCMEP'S GUIDANCE AND OPEXCHANGE INVOLVEMENT

**ABOUT CAROLINA FOOD SERVICE.** Carolina Food Service is a food distribution company located in Loris, South Carolina. As a locally and privately owned company, their goal is to provide the best service to all customers in North and South Carolina. While they offer their services to all food establishments in the Carolinas, the company specializes in food distribution for Hispanic and Latino restaurants.

**THE CHALLENGE.** Back in 2019, the company was looking for a comprehensive evaluation that appraised capabilities and gauged the effectiveness of their business systems. SCMEP, part of the MEP National Network™, performed a competitiveness review assessment for Carolina Food Service. This assessment provided a roadmap of actions that could be deployed as part of a transformational strategy.

**MEP CENTER'S ROLE.** Following the competitiveness review, SCMEP has assisted Carolina Food Service with several projects including strategic planning and policy deployment; marketing messaging; lean training; process improvement; and high-performance leader training. Carolina Food Service credits SCMEP's work with impacts on new investments, increased/retained jobs and increased/retained sales. The company is also been a long-standing member of SCMEP's OpExChange peer-to-peer benchmarking and best practices group. Their involvement has resulted in the adoption of many operational improvements and investments.

"We have a great appreciation for all of SCMEP's continued support. Our company will certainly continue to work with SCMEP to keep improving our operation. Thank you!"

-Juan Serrato, President

## RESULTS



3 jobs created; 32 jobs retained



\$4,500,000 in increased sales; \$18,000,000 in retained sales



\$218,400 in cost savings



\$25,000 invested in information systems/software; \$10,000 invested in workforce practices



\$20,000 in new products

## CONTACT US



250 Executive Center Dr.  
Suite 200  
Greenville, SC 29615-4518



(864)288-5687



[www.scmep.org](http://www.scmep.org)



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