



Biman Flight Catering Centre

PRESENTATION

ON

BIMAN FLIGHT CATERING CENTRE

OVERVIEW, PRESENT SCENARIO, LIMITATIONS, POTENTIALS

A SHORT OVERVIEW ON BFCC

One of a kind

- The only internationally recognized flight catering facility in Bangladesh

Designed By

- Australian Consulting Company (ACCA).

Constructed By

- Scandinavian Air Services, Sweden

Capital Machineries

- Bought from Sweden in 1989

One Relentless Entity

- Since 1989, BFCC is running 24/7 round the year without a break

BFCC'S VISION, MISSION, OBJECTIVES



Vision

Achieve excellence in fine dining in the air along with on ground.



Mission Statement

To meet the requirements of customer Airlines with their entire satisfaction



Objectives

Safe food for airline passengers

Establishing the **best practice** in accordance with HACCP and Food Safety Regulations.

Business growth by enhancing customer satisfaction.

Best performance of employees through competence, awareness and training.



FACILITIES OF BFCC

✓ Total Floor Area	67,000 sq. ft.
✓ Kitchen Area	15,000 sq. ft.
✓ Storing Area	10,000 sq. ft.
✓ Raw Meat & Fish Storing Capacity	12,000 kg
✓ Freezer Room	04 Units (- 18°)
✓ Blast Freezer	02 Units (- 40°C)
✓ Cold Room	23 Units (+ 5°C)
✓ Catering Hi-lift Van	12 No's.
✓ Catering Delivery Van	05 No's.
✓ Dish Washing Capacity	10,000 Plates/hr.
✓ Ice Cube Production Capacity	3,000 Kg/day
✓ Central Air-con Unit	210 tons.
✓ Diesel Generator	02 units(665 KW)
✓ Duel X-ray machine	01 No's.

3rd PARTY ACCREDITATIONS



ISO 9001:2015
ISO
22000:2018



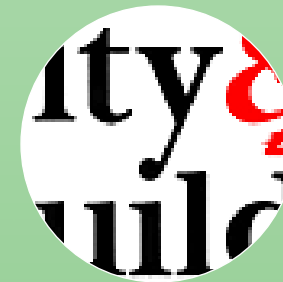
IATA Catering
Quality
Assurance
(ICQA)
Compliant



Halal
Certified



Certified
by BSTI



City &
Guilds
certified
center

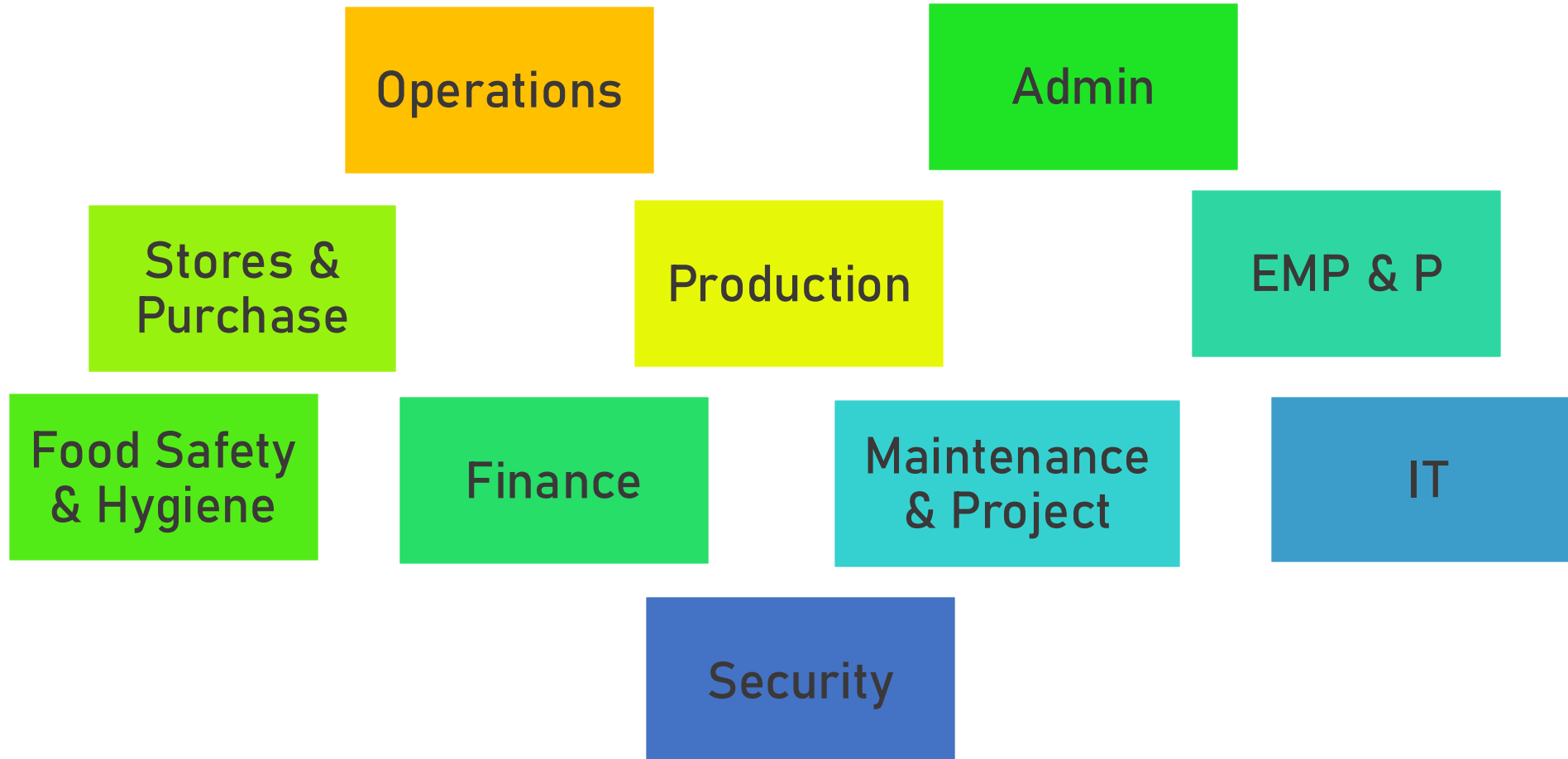


Occupation
al Health &
Safety
Compliant

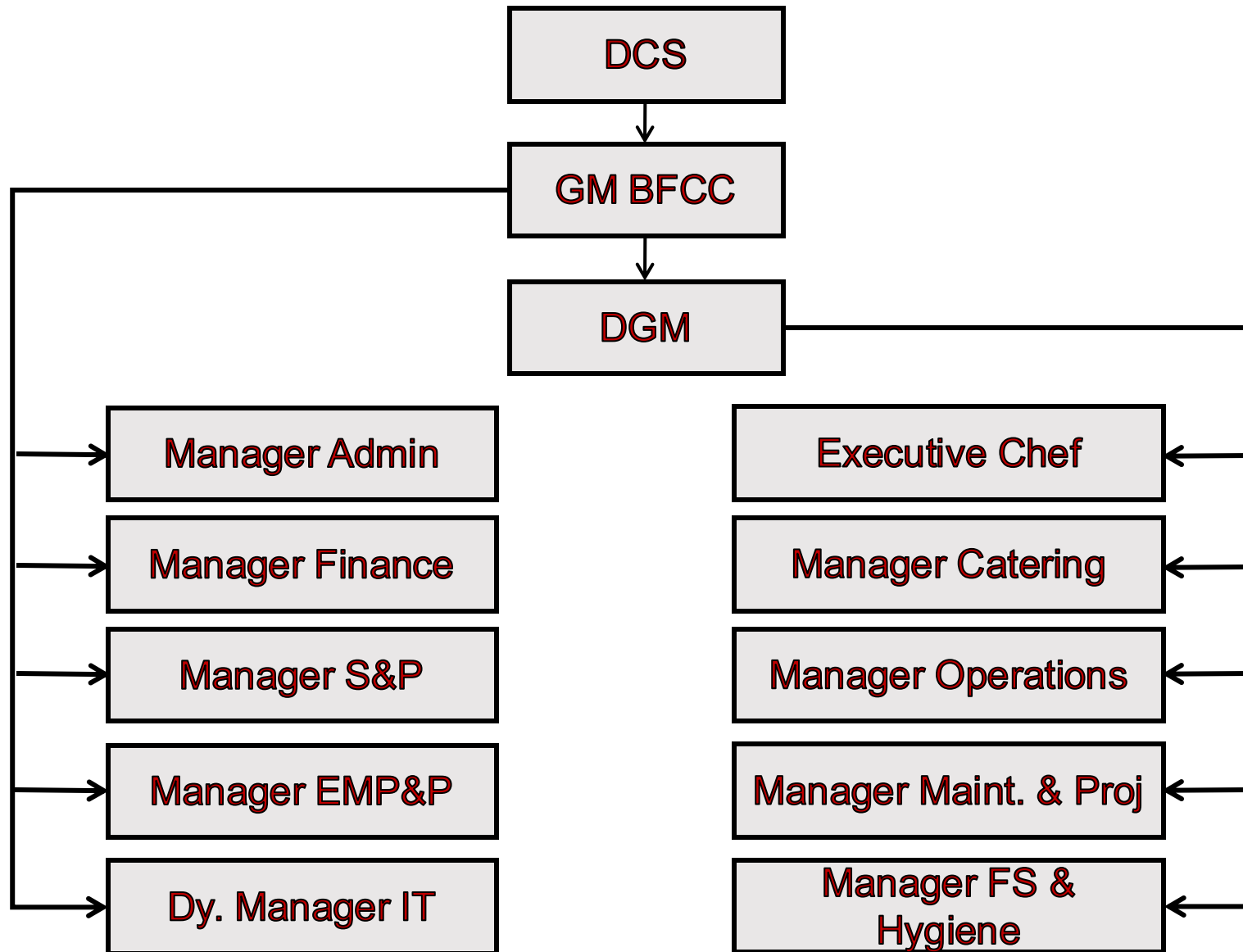
KEY FUNTIONS OF BFCC

- Flight Catering Service (10000-14000 meal/day)
- Cabin Dressing Service
- In-flight Items/Equipment Management
- Managing equipment on domestic & international stations
- Sky Catering Outlet Service
- Ground Feeding Service
- Executive Meeting Service
- VVIP Flight Operation
- Charter Flight Operation
- Managing Catering Agreement to all stations local & abroad
- Organizing Food Preparation & Cooking Course

FUNCTIONAL UNITS OF BFCC



SETUP OF BFCC DIVISION

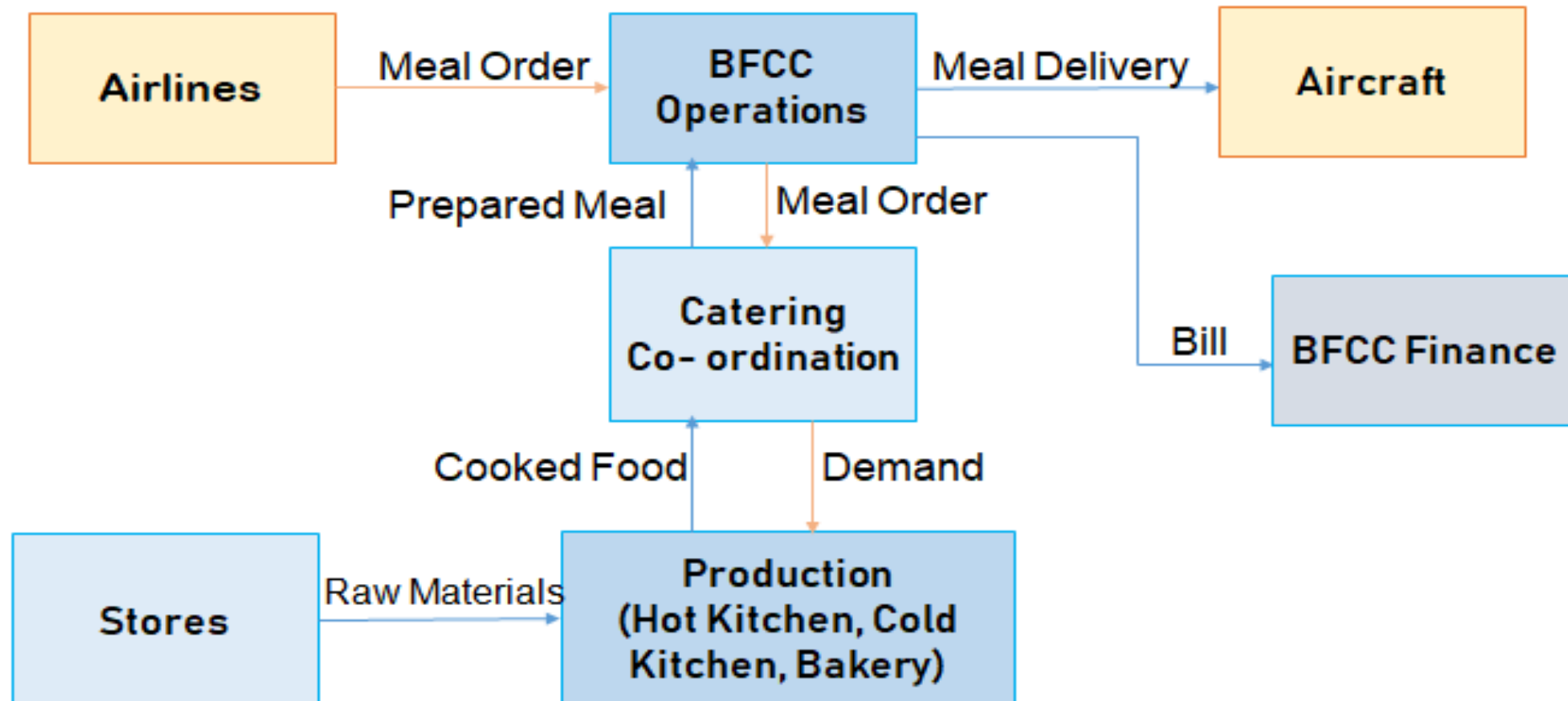


EXISTING MANPOWER

PAY GROUP	APPROVED STRENGTH	EXISTING			TOTAL	VACANT
		BIMAN EMPLOYEE	BFCC EMPLOYEE	CASUAL		
X	1	1	-	-	1	0
IX	1	1	-	-	1	0
VIII	9	1	6	0	7	2
VII	15	2	8	0	10	5
VI	35	1	25	0	26	9
V	50	9	39	0	48	2
IV	65	4	56	0	60	5
3(II)	123	2	58	0	60	63
3(I)	93	1	72	8	81	12
TOTAL =	392	22	264	8	294	98
As per approved set-up (PG 3(1) to X)						
PG-I	0	5	188	150	343	
G. Total =	392	27	452	158	637	98

Note: Pay Group - I is not included in approved set-up

OPERATIONAL WORK FLOW



A ROBUST SUPPLY CHAIN

The production store of BFCC has a massive inventory of 2,415 items

Items are procured from local and foreign sources

BFCC currently has 24 Local and 3 foreign suppliers

CUSTOMERS OF BFCC

LOCAL

- Biman Bangladesh Airlines

REGULAR FOREIGN AIRLINES (FULL MEAL)

- Malaysia Airlines
- Turkish Airlines
- Egypt Air
- Jazeera Airlines

REGULAR CABIN DRESSING

- Emirates
- Malaysia Airways
- Saudia Airlines
- Thai Airways
- Cathay Pacific

CASUAL FOOD UPLIFTMENT

- Emirates
- Gulf Air
- Kuwait Airways
- Qatar Airways
- Singapore Airlines
- Thai Airways
- Saudia

POTENTIAL CUSTOMER

- Ethiopian Airlines
- Cathay Pacific
- Air China
- Royal Brunei
- Indigo

VVIP & UN MISSION/CHARTER FLIGHTS

- ❖ BFCC prepares meals and handles VVIP Flight under special arrangement for all the VVIP flights from Bangladesh and foreign stations/airlines
- ❖ Same procedure is followed by BFCC for VVIPs of other countries leaving Bangladesh
- ❖ BFCC also handles UN Mission Flights and other charter flights from time to time maintaining SOP applicable for VVIP Flights

3rd PARTY AUDITS

DfT UK)

- Security audit for LHR & MAN flights

Transport Canada

- In order to operate Dhaka-Toronto flight

TSA (USA)

- Security Audit for feasibility of DAC-JFK Flight

ISAGO

- IATA Audit for Ground Operations

Customer Airlines & CAAB

- Food Safety & Hygiene Audit

CURRENT MEAL PRODUCTION

MEAL PRODUCTION	DURING HAJJ PERIOD
10,500 + per day	14000+ per day

BFCC- REVENUE 2014 TO 2024

*Figure in Lac

Year	Sales & Other Revenue	Expenditure	RETURN	
			Profit	Loss
2014-15	10,956.80	8,138.67	2,818.13	-
2015-16	12,130.41	9,300.06	2,830.35	-
2016-17	12,145.82	10,645.05	1,500.77	-
2017-18	13,146.97	10,161.95	2,965.00	-
2018-19	13,881.59	10,446.86	3,434.73	-
2019-20	10,705.31	8,918.95	1,786.36	-
2020-21	5,303.91	5,839.29	(535.38)	-
2021-22	9,971.28	9,155.86	815.42	-
2022-23	17,609.38	12,985.68	4,623.70	-
2023-24 (Jul-Dec)	11,232.18	7,497.53	3,734.65	APPX

TRAINING PROGRAMS OF BFCC

- Safety Management System (SMS)
- Diploma in Food Preparation and Culinary Arts, accreditation by City & Guilds, UK (Duration- 6 months)
- Security Awareness Training
- Special training program on culinary by external experts
- Basic Professional Training Course
- Food Safety & Hygiene Training
- HACCP Training
- Fire Safety Training
- Ramp Safety Training
- Occupational health & Safety Training
- Halal Training
- Yearly Training Program

PROPOSED DEVELOPMENT PLAN

- **Business Opportunity: Executive Lounge service in the terminal building**
- **2nd Unit of BFCC**
- **New Security Gate**
- **Building Renovation**
- **Replacement of age old Kitchen & Bakery Equipment**
- **New Operational Vehicles**
- **Additional Stations**
- **Recruitment**

CONCLUDING REMARKS

BFCC is absolutely essential for Biman's in-flight services

BFCC is indispensable considering the number of services it provides each and every flight

There is a lot of scope for improvement of current services which will result in better earnings

Better service of BFCC will translate to stronger image of Biman among passengers

A large, irregular splash of teal and light blue watercolor paint serves as the background for the text. The colors are blended together, creating a soft, painterly effect. The text is centered within this splash.

Thank You