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BUSINESS PLAN: SWEET BUFFET

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1. Executive Summary

EXECUTIVE SUMMARY

Sweet Buffet has a purpose of generating new innovative technology and saving the environment for a better living. Established 2 years ago under the company BetterBitez SDN Bhd. Sweet Buffet is in the middle of Batu Caves which is the best place of attraction and marketing. We have supplied our product in IOI City Mall more than 15 outlets with sales of roughly 160000 a month by the start of year 1 and increased by the end of year 2 and 3. Soon we will open outlets in Mid Valley and even our own outlets to the public's eye. This is the purpose we want to prove in our business plan to expand the name brand.

The Purpose of this business plan is to achieve our objectives. First, for a better generation environment . I personally hate business manufacturing that could bring harm to nature. Therefore, the first step is being a good influencer to obtain the best way of competition without harming the earth in the long term. This also leads to Malaysia's innovative products that do not exist yet even in the internationals. Since We are running in raw material that is reusable and much cheaper. It could trigger a new world trend in producing the product.

To create Sweet Buffet's Germ-Free Candy Dispenser requires a lot of workers especially if we are producing 124 units a day with the help of manufacturing machinery. Since its innovative product, Sweet Buffet needs a lot of attention to produce the best quality to meet the consumers popular demand.

So, therefore Marketing Plan is important in terms of how to get our target demographic to notice our brand and grow at the same time. Operational plan is more to manufacture the best product based on the quality of workflow. The cost is also important to determine the profit of the company. Administration plays a huge role in managing the company physically and mentally. We want the company's identity to mirror the way the working environment should be. Lastly is a financial plan to calculate all the value cost that has been gone through so far.

2. COMPANY PROFILE

1. Company Profile

1.1 Company Background

Name of company	BetterBitez K sdn bhd
Name of business	Sweet Buffet
Main product	Germ Free Candy Dispenser
Company address	20-04 Jalan 2, Taman Selayang Baru, 68100 Batu Caves, Selangor Darul Ehsan.
Website	bbitez.com
Email	betterbitez@gmail.com
Telephone number	Fax-09-2375600
Date of Commencement	20 August 2020
Date of Registration	1 January 2021
Registration Number	248980142-T
Form of business	Private Company
Name of Bank	Maybank
Bank Account Number	0003245934233231

Table 1.1 Company Background

As stated in Table 1.1, we name our business as **Sweet Buffet** from **BetterBitez K sdn bhd**. We generate new innovative technology and save the environment for a better living. Our company is located at 20-04 Jalan 2, Taman Selayang Baru, 68100 Batu Caves, Selangor Darul Ehsan. The chosen location because the location is the center of the city full of events and gatherings. Therefore, it is easy for the people in Malaysia who run businesses related to food and beverages to search all related products in one place.

Business was established on 20th August 2020. Two years ago, and slowly growing with a lot of popular demand at the start of 2021. The strategy was to introduce the new lifestyle for the society.

1.2 Logo and Moto



Figure 1.1 Logo Of Company

Logo

The logo symbolizes sweetness and candy color. The Mascot is the shape of a melting candy. The identity symbolizes friendly and cute. Happiness is our main target for the customer so it is approachable by having an eye-catching logo that can also attract kids and adults to use our product..

Tagline

The tagline 'All you can Sweet' means enjoyment in everything that you eat as we provide them the best product to eat without any worries.

3. ENVIRONMENTAL INDUSTRY ANALYSIS

3. Environmental Industry Analysis

3.1 Name of Business

Sweet Buffet is the name been decided for my company BetterBitez Sdn.Bhd.The business name can be easily identified for the creation of our product. The word 'sweet' is represent the taste of sweetness which taste physically from the candy. It is also emotionally symbolised memories can be created through our product. Buffet is simply what are we selling in our company.

3.2 Nature of Business

Our nature of business entity is a private limited company. The business is registered in terms of Business Registration Act 1956 with the name BetterBitez Sdn Bhd. Currently we are handling the company with the help of other key resources. This teamwork also involves experienced engineer and designer working together in terms of creating a complex product.

Enlighten by health professionals to create a safe product around children and elderly. A guaranteed of the new futuristic socialization among people. We understand it is not easy to create an easy mindset of accepting the terms of socializing. Therefore, prioritize the reaction of the audience on how can improve the new life to make it more 'neutral'.

3.3 Industry Profile

In terms of Business Industry , our company are involved in food industry by producing food dispenser. Team production who are from engineers to doctors play a huge role in producing a fun yet clean environment friendly for all ages. They are the one who creates and produce new idea to amuse our respected costumers in many ways in term physically and emotionally. Therefore, fun and technology should not be separated, instead can be innovative to something new. Our company theme is game changing event for everyone at the same time care for their safety and health.

We understand the normalization in our world it is important to take safety precautions. But it is also devastating to see children (and adults) for not having joy without being paranoid about it. There having a sensor in our food dispenser can help them enjoy the sweetness of sharing with everyone without having direct contact about it.

3.4 Location of Business

The business location is 20-04 Jalan 2, Taman Selayang Baru, 68100 Batu Caves, Selangor Darul Ehsan. The reason of this location is because it is the centre of the city with full of events and gathering. Therefore, is easily to the people in Malaysia who runs business related to food and beverages to search all all related product in one places especially near the Selaya market.



Figure 3.1 Location of Business

3.5 Date of Business

Business was established in 20th august 2020. Two years ago, and slowly growing with a lot of popular demand at the start of 2021. The strategy was to introduce the new lifestyle for the society.

3.6 Factors in selecting the proposed Business

This business been chosen wisely due some factors. The dispenser is not only for candy, but also suitable for snacks. Food industries is always a center of attention for the costumers. We will always get you covered to maintain the happiness of socializing or happy family moments in a movie night. The dispenser with the shape of a classic gumball vender will keep you entertained all day. If that is not enough to convince you, here are more beneficial of buying our products:

- ✓ Affordable prices
- ✓ The product features are handsfree and contain UV lights to give a clean hand
- ✓ Available in reasonable sizes for necessary use either a family movie night or birthday parties
- ✓ Design and technology are environmentally friendly
- ✓ Easy to clean and be kept away when not in use
- ✓ 99.9% germs freenser are usable for every moment gathering. A good reason for parties and events.

3.7 Future Prospect of the business

We just do not want to benefit just to the society but also to our planet. Which is why we invest for the future. At the same time always keep track in the change of technology for comfort by producing a dispenser that is safe and long lasting. Through these progresses it is important to compile all information about the latest marketing profits. The reviews by the costumers are also taken accounted to improve the quality of our product. With the help of our dear costumers, we could go through more innovation and making more popular demands for our generations. If they want a smart dispenser maybe, we could do it someday depends on how the profit results in the future.

Within 3 years' time, our company will grow bigger and became the voice of the new technology.

DESCRIPTION OF VENTURE

4.0 Description About the Product

For the design of the product, BetterBitez Sdn Bhd provided 3 types of sizes Sweet Buffet dispenser available for each occasion type like huge event, small parties and even personal use that will benefit the society's new living. By using this design yet maintaining the quality features.

Product	Description
Features	<p>Gumball Machine The shape of design resembles the form of a gumball machine to make it look more fun and interesting.</p> <p>Auto sensor Sensor is assembled in the product to sense movement and generates the candy from the machine without touching it directly</p> <p>Germ Free Sanitise the hand when they encounter the sensor with uv lights.</p>
Materials	Galvanised steel Expanded polystyrene (EPS) IR sensors UV lights

Benefits	Hands are clean from any potential spread of illness Decrease Paranoia in parents fear of their children getting sick Enjoy events or gatherings and socialise without any worries
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Table 4.1 Table of Product description

4.1 Problem Solved

4.1.2 Endemic social gathering issues

As Malaysia is flying through the post-pandemic phase and the government hurried to open the economy back to at least 80 %by the end of the year 2022. We created a product to recreate the lifestyle for the sake of the new norm. As a result , A dispenser with an auto-activated design to scan and sanitize the touch just before they come in contact with their desired food will encourage the society of the new era. Technology will help them get back into the next step of living.

4.2 Value Proposition

As the current new technology has become the centre of attention and our product is convincing in terms of the benefits and features for those who are more vulnerable towards the current situation. People worrying about the spread of disease and no more classic socialising with people.

It is weird to be afraid of our own daily routine, even if our product cannot cure the germs, we want the feeling of joy to still be there. Everyone can agree that food is the source of happiness so why not make the best of it. Enjoying any of our favourite sweets and drinks should be taken away. Our annual moments should be shared without worries of any harm the moment we wake up the next day

Every event is about gathering unforgettable moments so why must we remember fear and sadness and regrets? Imagine having a dispenser with our favourite food in it and you do not even need to scoop it up. Even better, never use your hand to take it to your plate. There will not be any 1 metre waiting line when the food is automatically served for you. As for event managers, they have no worries about adding an extra cost to have someone to serve the food to everyone.

4.3 Demonstrable Customer Demand

Through the time of the pandemic we had ongoing research of understanding the situations from our potential customers, their opinion and personal health and safety care for each individual. For crowd studies such as event management to understand what are the threats they had to go for their business. From the interview, we identify their businesses are now lacking in manpower and most previous customers are now refusing to conduct any gathering in general for the sake of safety and health issues.

4.4 Existing Competition

Competition in this industry is still uncommon in the food and beverages industry , therefore we study a potential competitor that produces the same action as us however in terms of service use per the product provided. The detailing shares will be explained in the marketing sections.

4.5 Timeliness

The start of the business , we registered required by law of manufacturing from MIDA by meeting the certain threshold. Our company had applied for Pihak Berkuasa Melesen (PBM) which is relevant to the location and business activity.

After the licence approval we decided to start our business in a building in the area of Selayang where most food and beverage materials are the hotspot for supplying needs. The start of the business we promoted our target audience as the chain of production and posted advertisements in social media to promote our new product.

By the end of the week we have received multiple consumers who are interested in our product by the food and beverages industry and had received positive feedback since and influenced others to buy the mini size for their own personal use at home.

Back in 2020, the company will start with a model of RM100,000 including the loan. After months of research and manufacture, Sweet Buffet successfully hit the market with 60% return investment. After a few months, the factory was established providing more of the products to be manufactured and hit the shelves by the end of August 2020. More labor is needed to work in the factory and also provided machinery for faster production.

4.6 Major events in short term and long term

The short term major events is having the opportunity to be acknowledge by the society and future consumers for using our product .Giving benefit for everyone who in need for the endemic

The major events in long term where even the endemic has ended, the procedure towards a better lifestyle can be amended through our germ free food dispenser for the sake of humanity in the future.

MARKETING PLAN

5.0 Marketing Objectives

Our vision is to create an eco-friendly product that can be satisfied for every consumer need and benefits the environment. We do this by providing them the best quality and functions in our product to help them on a daily basis. Promise less worry and more fun and have some connection with current situation news of the Pandemic.

Team production who are from engineers to doctors play a huge role in producing a fun yet clean environment friendly for all ages. They are the ones who create and produce new idea to amuse our respected customers in many ways, both physically and emotionally. Therefore, fun and technology should not be separated, instead can be innovative to something new. Our company theme is a game changing event for everyone at the same time care for their safety and health.

We understand the normalization in our world. It is important to take safety precautions. But it is also devastating to see children (and adults) for not having joy without being paranoid about it. Having a sensor in our food dispenser can help them enjoy the sweetness of sharing with everyone without having direct contact about it.

5.1 Target Market

Our ideal customer is between the ages of 20 and 40 who enjoys socializing and having a good moment with everyone, especially those snack lovers. They often have events or family moments just to relax and enjoy some sweets to release the stress. They may also have a huge circle to socialize and a big family.

Customers are typically parents or adults who. They have a wide range of disposable income. Some are families living at home. Others are party planners or those who have joined the workforce in the last 5 years.

Our ideal product design consulting customer is the VP of marketing or equivalent position of a medium to large organization. They are looking for creative promotional methods for their products and services for further innovation.

Types of Market Segmentation	Environment
Geographical Segmentation	Location: Selangor, Malaysia Population: 6,560,000
Demographic Segmentation	Age: Adults, Old Citizen
Behavior Segmentation	One time Purchase
Characteristic	Paranoid, health concern
Geographically	Selayang is the hotspot for restaurant owners The main place food food and beverage industry supplier

Table 5.1 Table Market Segmentation

5.2 Product

For the product to be very important to use in the current situation and with our company background we are most likely to focus the production in eco-friendly technology for the sake of not wasting any waste as we continue to grow at the same time benefit the economy and the living style itself. Since our dispenser will be tied to current news events, we will emphasize our focus on creativity along with spectacular service and development for our consulting clients. It is important for us to get to market quickly to capitalize on the news event that is associated with the fun services.

5.3 Market Size

Population Table

Type size	Amount of Outlets	Amount of unit/outlet	Price per /unit (RM)	Total (RM)
Large	5	50	400	100,000

Table 5.2 Population Table

Populationx Price

Adults: 5,116,800(78%)

Age (25 to 59)

Elders :5416 (12%)

Age (60 and above)

Adults + Elders = (5,116,800+5416)= 5,122,216

Demographic	Market Size
Adults	5,112,216 xRM400
Elders	
TOTAL	RM 2,048,886,400

Table 5.3 Table Market Size

5.4 Competitive Forces

There are many types of dispenser to choose from . However, the uniqueness is not there and just less competitive. Instead of competition between products, it is certainly a competition for services like catering and food service. But it will not be much of a threat for our marketing plan .Our unique twist on the product is not just a regular dispenser. This means that we will not have to spend as much time and energy thinking of ways to avoid similarities yet polish the speciality of the design. The news of the day will provide that fodder so our efforts can be concentrated on developing more functional and helpful products for our consumer. The following are the assumption records if we choose the following as competitors.

5.5 Market Share

Competitors	Before Entrance (%)	Amount (RM)
General Dispenser Brand	46	942,487,744
Catering Services	54	1,106,398,656
Total	100	2,048,886,400

Table 5.4 Market Share

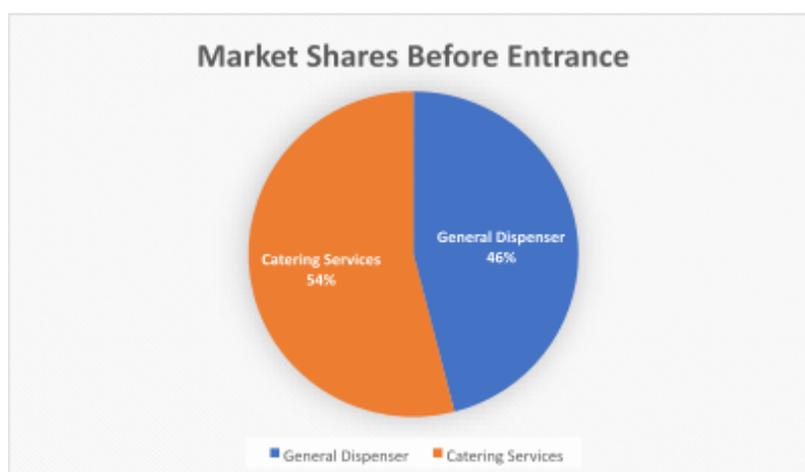


Figure 5.1 Market Share Before Entrance

5.5.1 Market Shares After Entrance

Competitors	Before Entrance (%)	Percentage Lost
Sweet Buffet	20	-
General Dispenser Brand	36	12
Catering Services	46	8
Total	100	20

Table 5.5 Market Shares After Entrance

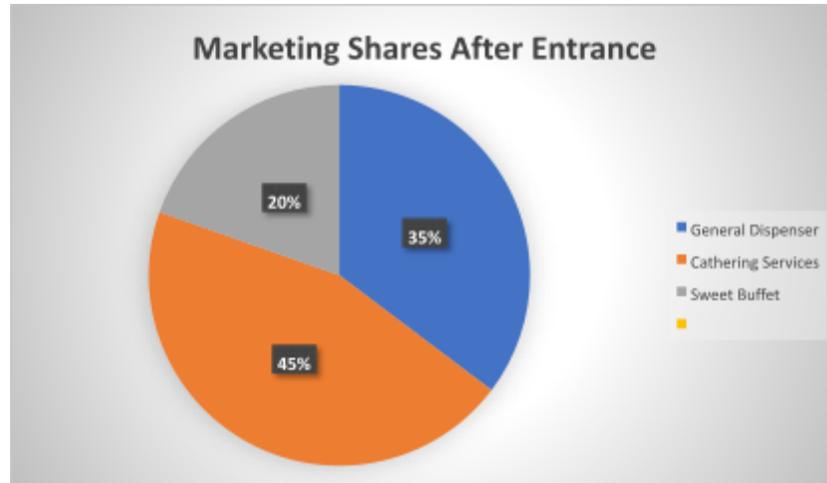


Figure 5.2 Market Share After Entrance

5.5.2 Market Share total AFTER the entry

Competitors / Service	Before Entrance (%)	Percentage Lost
Sweet Buffet	20	409,777,280
General Dispenser Brand	36	737,599,104
Catering Services	46	942,487,744
Total	100	2,048,886,400

Table 5.6 Market Share total after the entry

5.5.3 COMPETITOR Strengths and weakness

Competitors / Service	STRENGTHS	WEAKNESS
General Dispenser Brand	<ul style="list-style-type: none"> Well known among the main consumers Cheaper price to be used 	<ul style="list-style-type: none"> Not durable and and fragile unhygienic
Catering Services	<ul style="list-style-type: none"> Self service management Hygienic serving for food 	<ul style="list-style-type: none"> Lack of manpower Close to physical contact with others

Table 5.7 Competitor Strengths and weakness

5.6 Sales Forecast

Prediction to future sales, helps us to manage and determined the market and increase of management flow, and resources at the same time maintaining the profit to fit the criteria.

Months	Sales Forecast
January	301,777,280
February	152,972,825.60
March	90,565,252
April	257,858,927.75
May	152,777,280
June	169,777,280
July	368,656,111
August	355,777,280
September	185,777,280
October	210,777,280
November	400,777,310
December	350,000,005
TOTAL	2,997,494,111
Year 2	3,357,193,404.32
Year 3	4,028,632,085,184

Table 5.8 Sales Forecast

5.6.1 Total and Sales Forecast reasoning

FIRST YEAR 2020 RM409,777,280

For the first year, Sweet buffer product just launched and slowly received consumers while handling the difficulty competing with established competitors. The most high forecasting sale is on November as there are a lot of events that would be held by the community and therefore increase our sale. Meanwhile, the lowest sale for our venture in 2020, is on March, as there are less events being held at that time as it is during the school month.

SECOND YEAR 2021 : RM7,143,552,000

Our company sales for the dispenser improved by 12% in the second year compared to the previous year. However, we strive to produce further advancement in a position to improve the choices while meeting the customer feedback to improve the quality itself. Our marketing team is constantly improving their strategy in order to widely increase the selling for the product and the services. We will be focusing on distributing towards the consumers directly by using our delivery service..

THIRD YEAR 2022 : RM8,572,262,400

Our company continues to grow on the third year by 20% than the second year which allows is phase where we don't need drastic changes amount however still kept on the ride road towards the how the the company has invested through the years., and the company is now able to generate 10% of its revenues from sales. This indicates that our service is well-known in the market

5.7 Marketing Strategy

Business Input Back in 2020, the company started with a modal of RM100,000 including the loan. After months of research and manufacture, Sweet Buffet successfully hit the market with 60% return investment. After a few months, the factory was established providing more of the products to be manufacture and hit the shelves by the end of August 2020. More labor is needed to work in the factory and also provided machinery for faster producing

5.7.1 Goals

The transformation process is a system to make our product successful in manufacture. Our Sellers cooperate with some other outlets in the future for further widen the sales and the opportunity to create franchise once it is well known and adapted with the society.

We will continue maintaining with our previous customers and receive any output of needs to upgrade the usage where they would eagerly wait for the product to launch. It may seem unreasonable to buy the same dispenser, however if the quality design and management improved it would be worthwhile for us to produce other products in the future to assist the current living lifestyle.

5.7.2 Product

The distribution of our brand are mainly for the product of selling our dispenser towards potential customers and potential outlet in a geographical area. Delivery services are only used for bulky others instead of per item to avoid cost effectiveness for transportation. We sold dispenser with uv light sanitising effect contribute towards the food and beverage industry for the sake keepin the harmony between consumers social interaction that we longed for since 2019.

5.7.3 Output

The Output is more demand and suggestion increased. The return of the modal increased more than 50%.. At the same time, Listening to feedback We highly listen to our consumers' needs and do further research for better outcomes. Manufacturing and marketing promotion increased.

5.7.4 External Environment Being Placed

In a gathering area it has the best potential to be noticeable. Even though our brand outlet is still not available physically. But Bringing out Brand name to the product itself could potentially open an outlet soon in the future. For now, targeting our demographic customers in famous are such as IOI City Mall and Mid Valley (Soon to be). Base o the statistics of the sales, we will not rely on outlets, yet we can expand the marketing wider

5.7.5 Price

In the future we will provide other options for those who seek the aesthetic pleasing and hygienic design for personal use at home at a reasonable price for its compact size. With the prize of RM400 per dispenser can be used more than jus one time option like the catering service which almost cost 1k per event, with our price it would be a good investment for the longest term, For our old customer will receive a benefit of the surprise either by receiving discounts a have a gift to bring home to.. Customer loyalty is our main priority to receive the impact of good review in the future design.

5.7.6 Distributing Channels

Direct Channel

There are many benefits of using social media to market our small business. Each of our postings to social media sites will include a trackable link. We need to know how many people click on each post. Using online tools like link redirectors .We can also see how many readers and followers repost or forward such links. We will also include trackable links within our email marketing messages .Those who click to find more information about the product will be directed to landing pages. These are website pages containing more information about the benefits of the item By focusing as retailers and wholesalers where allowing outlets to buy in bulk order is suggestive base on the deal of cooperation.

5.7.7 Promotion

Reaching marketing executives is typically done through a variety of means. Since we have limited resources and need to manage our finances very effectively, we will focus on two: advertising and networking. The advertising will primarily be online via search engine. This way, we can see the results within days instead of not knowing whether a print ad has any effect.

Promotion is a way for us to educate consumers and potential customers about the existing of the dispenser to keep the quality careleading for it to be durable for a long term usage.This promotion will go through television method and advertising, we also invest in social media posting and making sure to engage with our followers and gave the best service of information when they needed it.

5.8 Table Remuneration of Marketing Personnel

Position	Quantity	Monthly Salary (RM)	EPF (RM) (11%)	SOCSSO (1.75%)	TOTAL
Head of Department Marketing	1	6,500	715	113.75	5671.25
Sales Manager	1	5,000	550	87.50	4,362.50
Promotion Consultant	1	3,900	429	68.25	3,402.75
Salesperson	2	1,500	165	26.25	1,308.75
TOTAL	5				14,745.25

Table 5.9 Remuneration of Marketing Personne

5.9 Marketing Budget

Item	Fixed asset (RM)	Monthly expense (RM)	Other Expenses (RM)
Vehicle	48,000		
Salary, EPF, SOCSSO		14,745.25	
Advertising cost		5000	
Road Tax			2000
TOTAL	48,000	19,745.00	2000

Table 5.10 Marketing Budget

6. OPERATION/ PRODUCTION PLAN

6. Operation/ Production Plan

6.1 Introduction Operational Objective

Sweet Buffet requires a lot of futuristic knowledge of machinery. Therefore, hiring professionals is one of our top priorities to manufacture a high quality and functional product. This is because our customer usage satisfactions are the source of our company to grow bigger. From here we start to gain information about customer's needs such as health precautions, safety advices and psychological addiction. This may be sound out of the topic for our company but having a doctor in the company helps in terms of concern for the buyers. As we know the product is attracted for all ages therefore this might include those with health precautions. Every parts of the manufacturing will be advised by the professionals to conclude a recommended product by the health ministry which also fun for everyone. It is also highlighted that we are eco-friendly company which is really challenging to create a long lasting value product therefore sources are important to create our identity.

After we agreed with the best material for creating the germ-free dispenser, the next stage is working together with our supplier. Since the dispenser is the classic gumball machine the component, we needed it easier to get the material with the help of supplier. We believe having eco-friendly products should be highly supported as the new movement of a good company. The material that has been provided by our supplier will never go to waste if we create a good quality product out of it. Some of the manufacturing components are galvanized steel, expanded polystyrene (EPS). New tech such as IR sensor will also supplied and get the best use out of it.

Once all the materials are compiled this is where our freelancer does the work for quality check and manufacturing. Freelancers who are engineers and designer will work together and build a fun and functional machine suitable for all ages. Designers are hired to create an eye-catching dispenser that can be blend in all events and moments. Engineers putting up together are the components making sure it is functional and technical. The trials will be discussed together with health professionals to finalize the best product to be produced. After the product is in the market, our advertising team will do the promotion is social media and update our website with the latest item

Releasing our products is important to have pre-preparations in marketing to announce our new item to the audience. Marketing team will handle all promoting from social media to one-one interactions with our targeted customers. To make things more interesting we

will make fun ads on YouTube. It may be weird to watch advertising on YouTube but hiring professionals video editor would like to create a content that is interesting to watch making the audience curious more of what we have in stock. It is important to always keep updated with the customer service to convince the engagement with have with our customers.

Through these progresses it is important to compile all information about the latest marketing profits. The reviews by the costumers are also taken accounted to improve the quality of our product. With the help of our dear costumers, we could go through more innovation and making more popular demands for our generations. If they want a smart dispenser maybe, we could do it someday depends on how the profit results in the future.

6.2 Development

6.2.1 Possible Location

The business location is 20-04 Jalan 2, Taman Selayang Baru, 68100 Batu Caves, Selangor Darul Ehsan. The reason of this location is because it is the centre of the city with full of events and gathering. Therefore, is easily to the people in Malaysia who runs business related to food and beverages to search all all related product in one places especially near the Selaya market.



Figure 6.1 Business Location

6.2.2 Symbol of Production Workflow

Chart Symbols	Process Description
	Materials were sent to the factory and analyse the quality.
	Manufacture the material to become our product
	Quality check and test the product
	Calculate orders from the consumer and stockpile
	Wrapping and Shipping process
	Ship stock to the outlets
	Ship through delivery for direct buyers
	Collect feedback for further improvement
1 3 2 2	Total = 8
=Installation =Delivery = Process = Storage	

Table 6.1 Table of Symbols of Production Workflow

6.2.3 Process of The Flow Chart

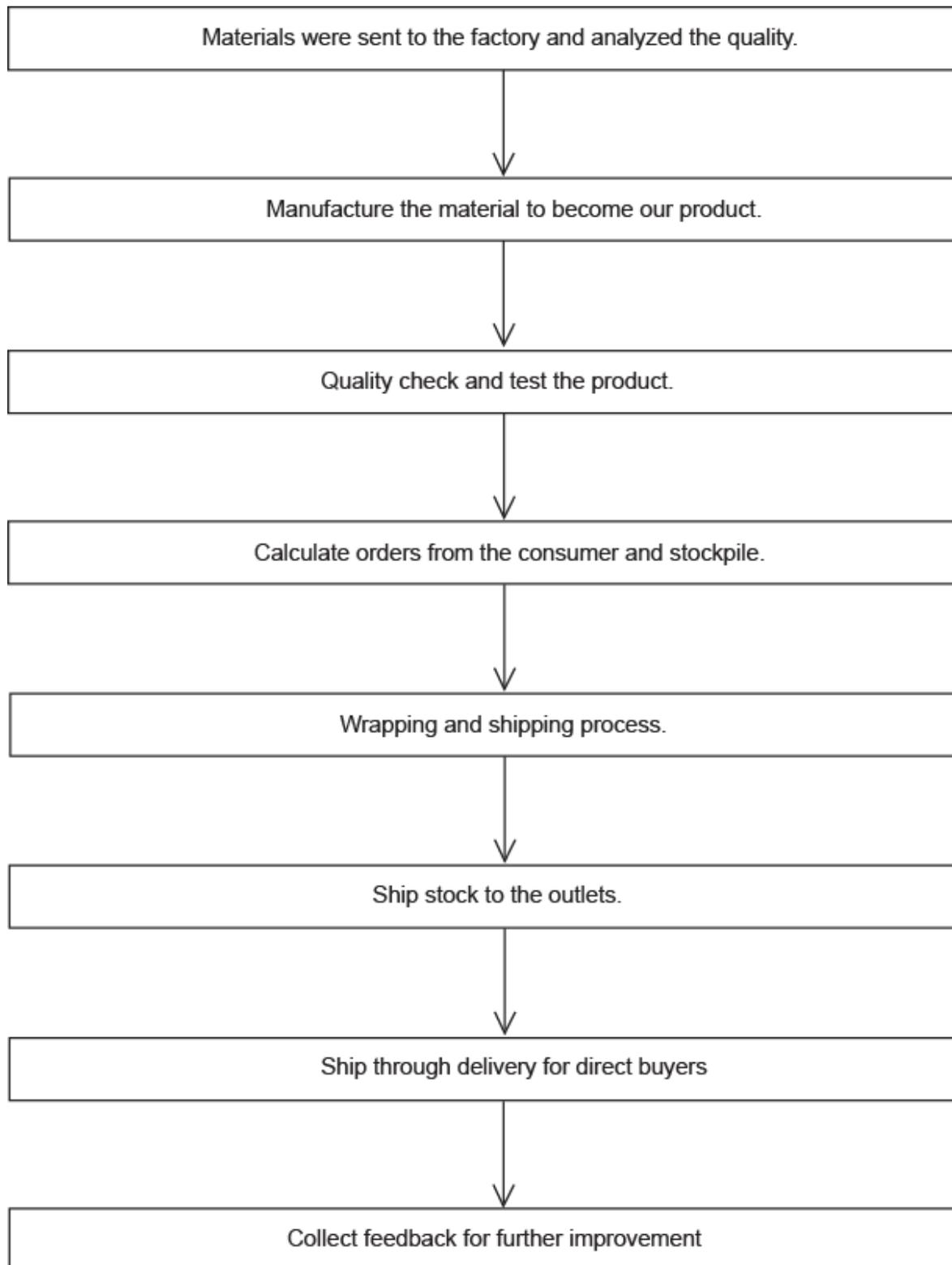


Figure 6.2 Process of The Flow Chart

6.2.4 Layout Plan of Workflow

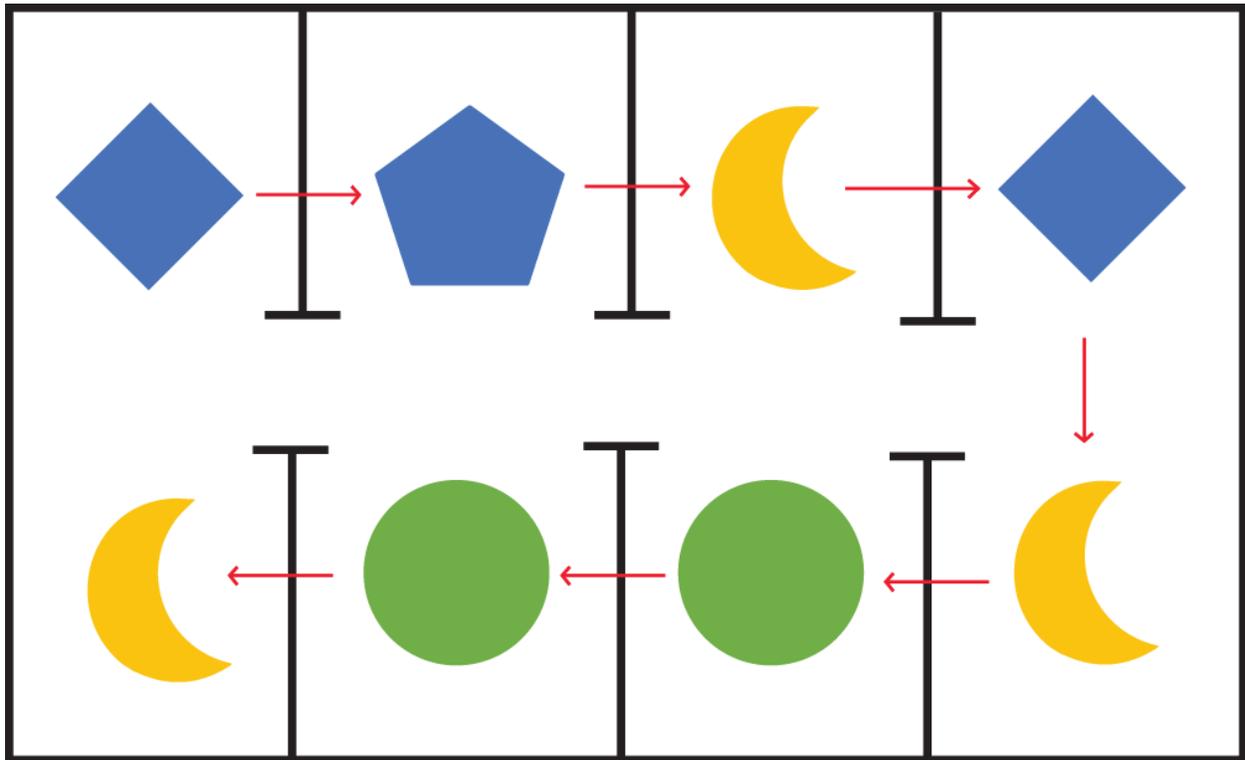


Figure 6.3 Process of The Flow Chart

The **Table 6.2.1**, **Figure 6.2.2** and **Figure 6.2.3** are the workflow plan of the production process. Every process is symbolized by icons which are diamond, pentagon, moon and circle. The process started by sending the materials to the factory and analyzing the quality. It is under storage workflow and is represented by a diamond icon. Next workflow is to manufacture the material to become our product which is represented by a pentagon icon for the installation workflow. Thirdly, the moon icon acts as the process workflow for quality check and test of the product. Then, calculate orders from the consumer and stockpile. It is represented by the diamond icon as it is in the storage workflow. After that, back to the moon icon which is the workflow where wrapping and shipping process begin. Next two workflows are delivery workflows symbolized by a circle icon which ships the stock to the outlets and for direct buyers. Lastly, collect feedback for further improvement. This last workflow is under the process workflow represented by the moon icon.

6.3 Production

6.3.1 Manpower Planning

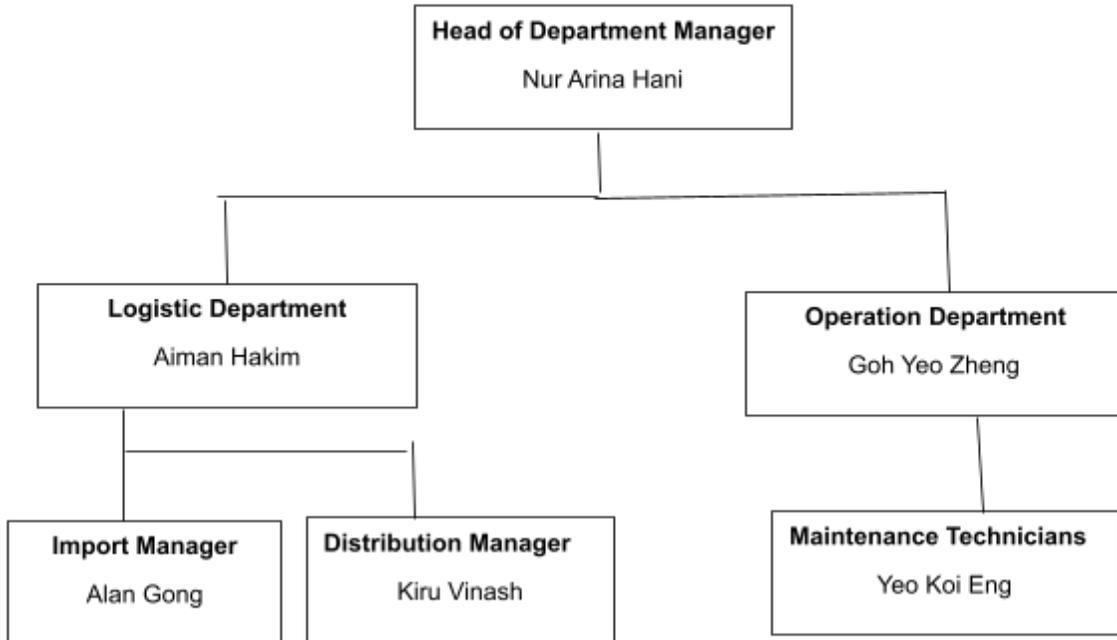


Figure 6.4 Manpower Planning Chart

Business Operating Hour :

The operating hour for our factory and office is as shown below, which is from 8.30 am to 6.00 pm and we operates 5 days a week, with 2 days off.

Business hour: 9.5 hours per day (8.30 am - 6.00 pm)

Working days: 5 Days/week

Adding on, Below shows the business operating hour for our main outlet, IOI City Mall, 12 hours per day from 10am until 10pm, with 7 days per week of operating.

Business hour: 12 hours per day (10am-10pm)

Working days: 7 Days/week

6.4 Facilities

6.4.1 Location Plan

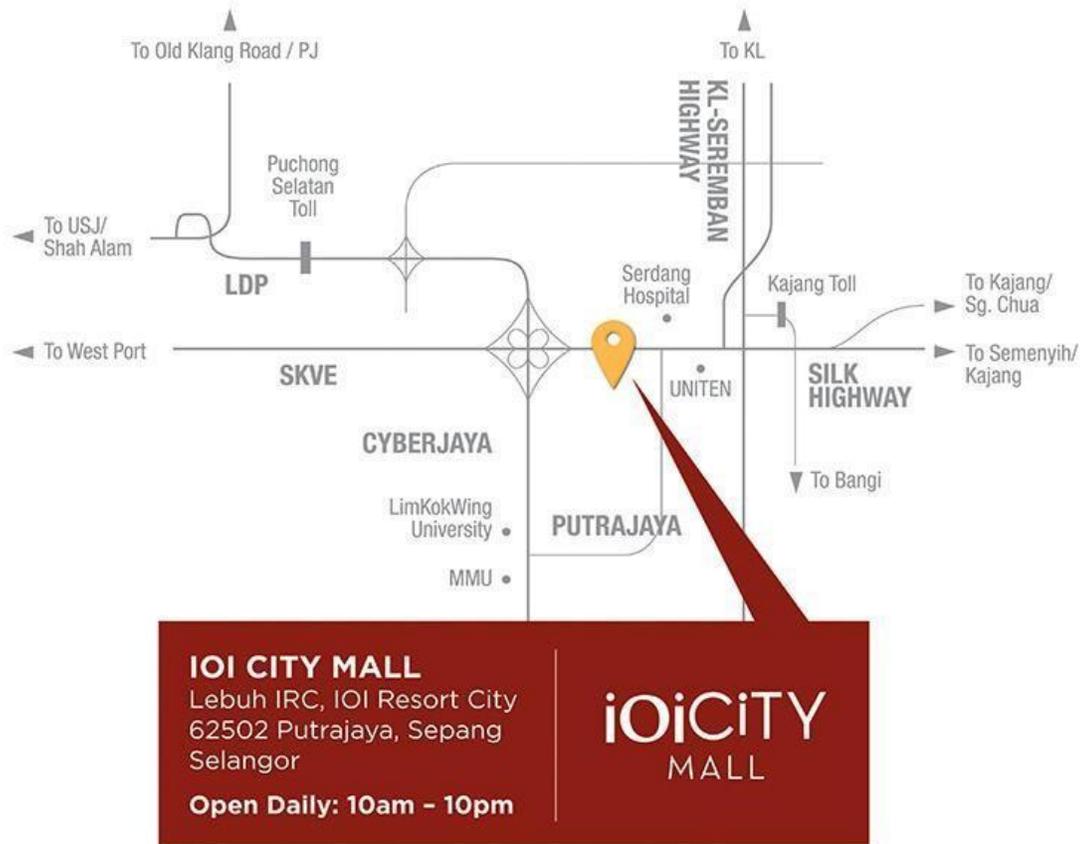


Figure 6.5 Main Outlet in IOI City Mall

For starters, Sweet Buffet only has a factory and office. But we still sell directly to our consumers. Other than that, we also ship the product to famous outlets in IOI City Mall. The location is always crowded and known as the place to go to have a fun time. Therefore, promoting, selling and making IOI City Mall as our main outlet to distribute our product there would make it a deal breaker for our selling.

6.4.2 Maintenance/ Utilities / Overhead Cost

Types of overhead	Monthly Cost (RM)
Electricity	2000
Water	2010
Telephone	300
Internet	450
Machine Maintenance	8000
Cleaning	300
Total	17,060

Table 6.2 Total Maintenance, Utilities And Overhead Cost.

The table above shows the total cost of maintenance, utilities, and overhead. There are 6 types of overhead which are electricity, water, telephone, internet, machine maintenance and cleaning. Each of the overhead costs are listed as above and the total monthly cost estimated is RM17,060.

6.5 Staffing

6.5.1 Staff Need

Position	Number of personnel
Head of Department Manager	1
Logistic Department	1
Operation Department	1
Import Manager	1
Distribution Manager	1
Maintenance Technicians	1

Table 6.3 Total Personnel

From the table above, the operational department of Sweet Buffet Sdn Bhd consists of six positions which are Head of Department Manager, Logistic Department, Operation Department, Import Manager, Distribution Manager and Maintenance Technicians. Each of them has a total of one personnel.

6.5.2 Main Duties of Staff Members

Position	Task & Responsibility
Head of Department Manager	<ul style="list-style-type: none"> • Oversee and administer tests to ensure employees have a firm understanding of company policy • Train new hires on the standards and procedures of the company, from how to handle a negative customer experience to how to properly interact with customers • Ensure proper approval for customer discounts, returns and exchanges while providing customer satisfaction and positive interaction with the company • Actively seek to resolve any concerns while adhering to the company policy and standards of behaviour • Ensure company goals and objectives are being met by each employee and provide feedback • Address customer concerns about products, services rendered or employee interactions • Monitor and supervise the timely arrival of scheduled employees, with aware of unforeseen challenges such as scheduling
Logistic Department	<ul style="list-style-type: none"> • In charge of coordinating and monitoring the production, storage, and transportation of goods to the customer's place or the departments within. • Highly organized and good with time; must ensure stock levels are correct and goods are transported according to schedule.

	<ul style="list-style-type: none"> • Able to be planning, receiving, storing, shipping goods and arrange for withdrawal of machines from customer's place. • Highly skilled in performing tasks associated with shipping and receiving products as well as expert in reporting, arrangement, and documentation. • Hands on experience in monitoring order cycles and supply requisitions. • Conversant with tracking routine logistic transactions. • To issue invoices & delivery order and coordinate on the product delivery schedule. • Monitor outgoing & incoming machine for quantity and quality with complete documentation. • Maintain communication with warehouse staff / driver to ensure proper working order & IT technician for machine installation need to be done. • Assist on phone calls with transporters regarding the arrangements. • To handle customers on matters pertaining to delivery and to ensure customer's orders are processed on time. • Ensure accuracy of all inventories. • Responsible for generating weekly and monthly closing stock report and ensure the quantity in the system and physical must be tallied.
<p>Operation Department</p>	<ul style="list-style-type: none"> • Assist Cell Operation Management Section Head to liaise with Cell operation team in achieving the overall factory key performance indicators (KPIs) based on Safety, Quality, Delivery and Cost standards.

	<ul style="list-style-type: none"> • Follow-up with departments with respect on actions or plan established to achieve KPIs. • Summarize KPI performance and deliver summary to Corporate and relevant parties in monthly basis. • Prepare the cell operation daily, weekly, and monthly operation report to the management team. • Organize daily, weekly, and monthly meeting with overall Cell Operation team in review the operation performance and project progress in ensuring all the key task are result oriented. • Liaise and communicate with cross functional department on Cell Operation activity internally and externally. • Drive for cost improvement project with cross functional department.
<p>Import Manager</p>	<ul style="list-style-type: none"> • To advise the businesses on the various logistics classification, free trade agreements and port operations including customs clearance • To determine non-trade requirements, licenses / permits / authority registration in relation to the products in trade and advice the necessary applications • To review and manage the appointments of forwarding agents • To carry out physical inspection of inventory and make the necessary reporting • To organize trainings / workshops in logistics related matter • To administer the internal rules / regulations / guidelines on logistics strategy for the office

	<ul style="list-style-type: none">• To closely work with the logistics team in APAC region to ensure group logistics strategy and standards are maintained.
Distribution Manager	<ul style="list-style-type: none">• Oversees the planning, development and implementation of distribution and warehousing methods, processes, and operations.• Acts as a liaison with all internal and external stakeholders to ensure the operational aspects and record keeping of the project plan are on time and on budget.• Ensure that project goals and objectives are met within agreed upon time, scope, and resource requirements. Provide regular updates and project summaries to management.• Manage projects in compliance with SOPs by employing techniques such as project plans, product specifications, phase, and design reviews, required documentation, test protocols and test reports.

<p>Maintenance Technicians</p>	<ul style="list-style-type: none"> • Assist in building inspection and identified defect and provide the recommendation to rectify • Repairing & carries out general repair, electricity, painting, toiletry works etc. • Performs minor plumbing maintenance (e.g. replacement or repair of leaks in drains and faucets, unclogging of drains, trenching, and laying new lines, replacing drain hoses on washers and similar devices, etc.) • Responsible to contact contractor if higher maintenance / repairing needed in company facilities. • Need to have basic report writing and computer skills • Hard working and high self-discipline are required. • Need to have valid driving license. • Performs other work or duties as assigned.
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Table 6.4 Main Duties of Staff Members

6.5.2 Schedule of Remuneration

Position	Quantity	Monthly Salary (RM)	EPF (RM) (11%)	SOCSSO (1.75%)	TOTAL
Head of Department Manager	1	6,500	715	113.75	5,671.25
Logistic Department	1	5,000	550	87.50	4,362.50
Operation Department	1	5,000	550	87.50	4,362.50
Import Manager	1	5,000	550	87.50	4,362.50
Distribution Manager	1	5,000	550	87.50	4,362.50
Maintenance Technicians	1	1,500	165	26.25	1,308.75
TOTAL	6				24,430.00

Table 6.5 Schedule of Remuneration

The table above shows the remuneration schedule as well as the personnel list. From here, it is clearly seen that every personnel salary has been deducted by the 11% of EPF and 1.75% of SOCSSO. After the deduction, the total salary of the Head Department Manager is RM5,671.25. The Logistic Department, Operation Department, Import Manager and Distribution Manager are RM4,362.50 each. Lastly, the Maintenance Technicians is RM1,308.75.

6.6 Equipment

6.6.1 Machine and Equipment Needs (Purchase)

Item	Quantity	Price/ unit	Total Monthly Cost
Molder	2	38,000/unit	76,000
Laser Cutting Machine	1	3,755/unit	3,755
Packaging Machine	2	1,180/unit	2,360
Total			82,115

Table 6.6 Equipment Purchase

Based on the **Table 6.6.1** , there are 3 items listed as the machine and equipment that need to be purchased. Sweet Buffet Sdn bhd will purchase 2 volumes of molders with the total of RM76,000 for monthly cost. Then, a total of RM3,755 for a laser cutting machine and two packaging machines for a total of RM2,360. The overall total of the machine and equipment monthly cost is RM82,115.

6.6.3 List of Machine Supplier

Machine	Supplier
Molder	No.2A, Jalan BP 4/9, Bandar Bukit Puchong, 47100 Puchong, Selangor
Laser Cutting Machine	No.2A, Jalan BP 4/9, Bandar Bukit Puchong, 47100 Puchong, Selangor
Packaging Machine	No.2A, Jalan BP 4/9, Bandar Bukit Puchong, 47100 Puchong, Selangor

Table 6.7 List Of Machine Supplier

Table 6.6.2 shows the supplier for all machines. All of them are based on the same supplier which is located at No.2A, Jalan BP 4/9, Bandar Bukit Puchong, 47100 Puchong, Selangor .

6.7 Supplies

6.7.1 Reliable Sources and Major Supplier

Materials	Supplier
Galvanized steel	Jalan Industri 3/5, Taman Industri Integrasi Rawang, 48000 Rawang, Selangor
Expanded polystyrene (EPS)	Lot 9489, Jalan Kepong, Mukim Batu, Batu 6, Kuala Lumpur, Wilayah Persekutuan, 52000 Kuala Lumpur, Federal Territory of Kuala Lumpur
IR sensors	Lot 11, Jalan 51a/219, Seksyen 51a, 46100 Petaling Jaya, Selangor
UV sterilizer	A-3-4, 3rd Floor, Megah Phoenix Jalan 2/142a, Off, Jalan Cheras, 56000 Kuala Lumpur

Table 6.8 Reliable Sources and Major Supplier

From the table above, there are 4 different types of materials and each of them are based on different suppliers. Generally, they are located in Kuala Lumpur and Selangor.

6.8 License permit and regulation

6.8.1 Industry License

A manufacturer is required by law to obtain a manufacturing license from MIDA if it meets a certain threshold. The Industrial Coordination Act (ICA), 1975 requires a person(s) engaging in any manufacturing activity to obtain a license from the Licensing Officer in respect of the manufacturing activity. The ICA was introduced to ensure an orderly development and growth of the country's manufacturing sector.

For our business, if for producing the body the food dispenser which urges the requirement to apply for Malaysian Industrial Development Authority (MIDA). This is to avoid any license issue along with creating a new innovative product.

6.8.2 General License

Having a valid business license is essential for starting a business in Malaysia. It includes licenses, registrations, permits and approvals. Business licenses can be applied from the Pihak Berkuasa Melesen (PBM) relevant to the location and business activity.

Before a business can legally start operating, businesses are required to comply with some form of licensing, which could be a general license, an industry/sector specific license or activity specific license. Business licenses are required by the legislation and administered by various government agencies, statutory bodies, and local authorities. Business licenses include registrations, approvals, licenses and permits. The compliance requirements vary by industry, business activity and location General Licenses include the necessary licenses and will apply when the investor decides to start a business in Malaysia.

Applicable to any business including

- ✓ Company Registration
- ✓ Company and Employees Income Tax Registration
- ✓ Employees Provident Fund (EPF)
- ✓ Social Security Organization (PERKESO)
- ✓ Human Resources Development Fund (HRDF)
- ✓ Business Premise Licenses and Signboard Licenses.

6.9 Operation Budget

Item	Fixed Assets	Monthly Expense	Other Expense
Machine and Equipment	82,115	-	
Utilities		8,760	
Maintenance and Cleaning		8,300	
Raw Material	-	69,460	
Packaging		1000	
Remuneration SOCSO & EPF		25,482.50	
Total	82,115	113,002.50	

Table 6.9 Operation Budget

Operation budget is shown in **Table 6.9** by dividing it into four categories which are items, fixed assets, monthly expenses and other expenses. There are six items that must have in operation budget which are machine and equipment, utilities, maintenance and cleaning, raw material, packaging and Remuneration of SOCSO and EPF. Total fixed assets are RM82,115 while total monthly expense is RM113,002.50 while other expense is zero.

7. Organizational Plan

7. Organizational Plan

7.1 OWNERSHIP STRUCTURES

The ownership of Sweet Buffet consists of 5 owners. In the part of the liability, the business and owners will operate as one entity and we have distributed the responsibilities based on our position as managers. Our ownership percentage is equally distributed among the owners.

PARTNERS	OWNERSHIP PERCENTAGE
NIK PUTRI AREESYA BINTI NIK MAN	20%
ATHIERA HANA BINTI MOHD PIDAUS	20%
NURATIKAH HUSNA BINTI MUHAMAD NASIR	20%
MUHAMMAD AIDIL AZIZI BIN AZIAN SOFIAN	20%
NUR ATHIRAH HANANI BINTI MOHD SHAMSIR	20%

Table 7.1 Ownership Percentage

7.1.1 Company Organization Chart



7.2 MANAGEMENT TEAM

7.2.1 MANAGERS AND THEIR ROLES

POSITIONS	RESPONSIBILITIES
General Manager	<ul style="list-style-type: none"> ● Oversee and administer tests to ensure employees have a firm understanding of company policy. ● Train new hires on the standards and procedures of the company, from how to handle a negative customer experience to how to properly interact with customers. ● Ensure proper approval for customer discounts, returns and exchanges while providing customer satisfaction and positive interaction with the company ● Actively seek to resolve any concerns while adhering to the company policy and standards of behavior. ● Ensure company goals and objectives are being met by each employee and provide feedback. ● Address customer concerns about products, services rendered or employee interactions. ● Monitor and supervise the timely arrival of scheduled employees, with awareness of unforeseen challenges such as scheduling.
Administration Manager	<ul style="list-style-type: none"> ● Overseeing daily business operations. ● Developing and implementing growth strategies. ● Training low-level managers and staff. ● Creating and managing budgets. ● Improving revenue. ● Hiring employees.

	<ul style="list-style-type: none"> ● Evaluating performance and productivity.
Operational Manager	<ul style="list-style-type: none"> ● Assist Cell Operation Management Section Head to liaise with Cell operation team in achieving the overall factory 44 key performance indicators (KPIs) based on Safety, Quality, Delivery and Cost standards. ● Follow-up with departments with respect to actions or plans established to achieve KPIs. ● Summarize KPI performance and deliver summary to Corporate and relevant parties on a monthly basis. ● Prepare the cell operation daily, weekly, and monthly operation report to the management team. ● Organize daily, weekly, and monthly meetings with the overall Cell Operation team to review the operation performance and project progress in ensuring all the key tasks are result oriented. ● Liaise and communicate with the cross functional department on Cell Operation activity internally and externally. ● Drive for cost improvement project with cross functional department.
Marketing Manager	<ul style="list-style-type: none"> ● Liaising with existing staff members, managers, supervisors, and clients to achieve set goals. ● Observing, analyzing, and offering suggestions on current operations. ● Scheduling meetings and training sessions with staff and other stakeholders. ● Assisting with recruitment, training, and onboarding processes. ● Establishing professional relationships with clients, staff, and other stakeholders.

	<ul style="list-style-type: none"> ● Ensuring all health and safety, as well as company regulations are always followed by staff . ● Liaising with staff and organizing team building events that take everyone's needs into account. ● Conducting research, writing up reports, and presenting findings to staff and other stakeholders. ● Maintaining relationships with clients and finding creative ways to expand the organization.
Financial Manager	<ul style="list-style-type: none"> ● Analyzing accounting and finance data. ● Researching and identifying growth opportunities. ● Generating reports and giving presentations.

Table 7.2 Managers Roles

7.2.2 KEY EMPLOYEE POSITIONS

Figure 7.2 Administration Organization Chart

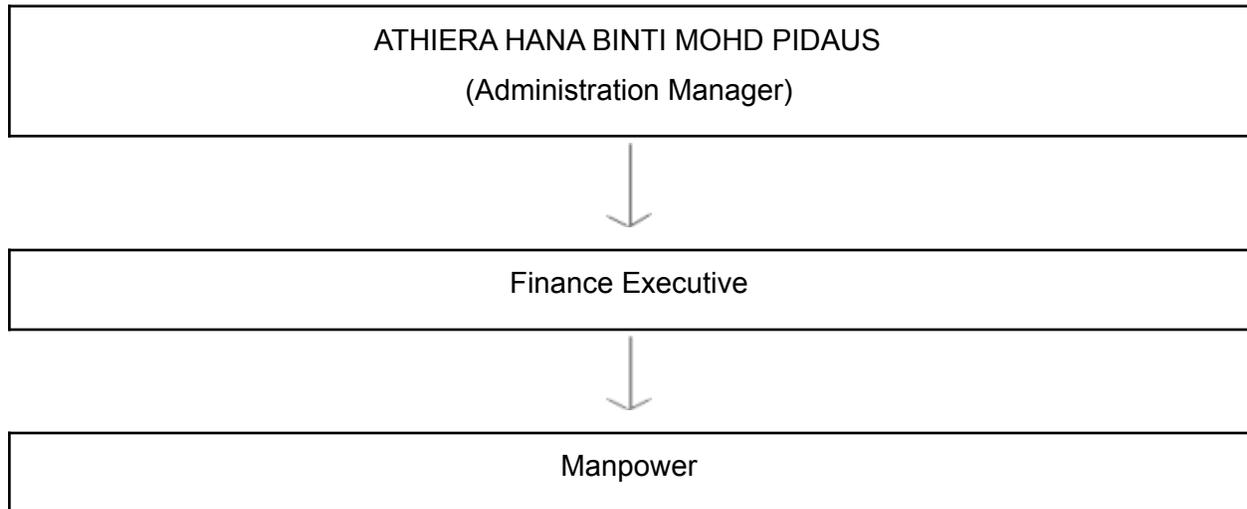


Figure 7.1 Administration Organization Chart

Based on the figure 7.2, one of our key employee positions is Administrator manager. They will lead the team on making sure that the office is running smoothly such as ordering supplies, keeping inventory and also supervising the maintenance of office equipment. The other key employee is the manpower. The manpower is the person who will create the dispenser to the customers that come to buy food.

Position	Quantity	Monthly Salary	EPF (11%)	SOCSSO (1.75%_	Total
General Manager	1	RM6500	RM715	RM113.75	RM5671.25
Administration Manager	1	RM5000	RM550	RM87.50	RM4362.50
Operational Manager	1	RM5000	RM550	RM87.50	RM4362.50
Marketing Manager	1	RM5000	RM550	RM87.50	RM4362.50
Financial Manager	1	RM5000	RM550	RM87.50	RM4362.50
TOTAL	5				23,121.25

Table 7.3 Total Salary

Based on table 7.3 stated the salary of the head department. Total amount of the salary is RM 23,121.25 a month. The general manager of our company will get a total of RM5,671.25 for a month's salary after deducting the amount of RM715 and RM113.75 for EPF and SOCSSO respectively. An amount of RM4,362.50 is a month's salary for an Administration Manager. RM550 and RM87.50 for EPF and SOCSSO will be deducted. Salary for Operational Manager, Marketing Manager and Financial Manager is a total of RM4,362.50 for a month's salary after deducting the amount of RM550 and RM87.50 for EPF and SOCSSO

7.4 RESUME

General Manager

Name	NIK PUTRI AREESYA BINTI NIK MAN
Identity Card (IC)	000829-14-01-0732
Address	B-11-12 Jalan Up 1/C Apartment Springville, 35000 Ampang, Selangor
Telephone Number	011-37587868
E-mail	areesyanyik@bbitez.com
Status	Single
Academic Qualification	Bachelor's in arts & Design
Summary Skills	Strong leadership and communication skills
Experience	<ul style="list-style-type: none">• Junior Designer 3 years experiences at Studio Ghibli Team Manager• 2 Years experiences at Vat19.com
Present Occupation	General Manager
Previous Business	Executive Manager

Table 7.4 General Manager's Resume

Administration

Name	ATHIERA HANA BINTI MOHD PIDAUS
Identity Card (IC)	001220-01-0660
Address	16 Jalan Anggerik, Apartment Seri Puteri, 12000 Shah Alam Selangor
Telephone Number	013-6866469
E-mail	areesyanik@bbitez.com
Status	Single
Academic Qualification	Bachelor's in business management
Summary Skills	Strong leadership and communication skills. Resourceful in management.
Experience	<ul style="list-style-type: none"> ● Sales Manager 2 years' experience at Toys R us ● Executive Manager 1-year experience at HP company ● Motivator seminar 2 Years experiences
Present Occupation	Administration Manager
Previous Business	Executive Manager

Table 7.5 Administration's Resume

Operational

Name	NURATIKAH HUSNA BINTI MUHAMAD NASIR
Identity Card (IC)	000618-05-0326
Address	32 Jalan Melawati, Taman Enstek 38000 Ampang Selangor.
Telephone Number	018-3604645
E-mail	Nuratikah18husna@gmail.com
Status	Single
Academic Qualification	Bachelor's in accounting
Summary Skills	Knowledgeable in financial and efficient soft skills
Experience	<ul style="list-style-type: none">• Accountant 3 years' experience at Wawa cosmetic• Executive Manager 1-year experience at Software company
Present Occupation	Operational
Previous Business	Financial Manager

Table 7.6 Operational's Resume

Marketing

Name	MUHAMMAD AIDIL AZIZI BIN AZIAN SOFIAN
Identity Card (IC)	000911-14-0347
Address	3 Jln Bp14/1 Bandar Bukit Puchong,47120 Puchong Selangor.
Telephone Number	011-33742102
E-mail	aidildedil794@gmail.com
Status	Single
Academic Qualification	Degree in Mechanical Engineering Master in Entrepreneurship
Summary Skills	Creative design in machinery and experience in invention business.
Experience	<ul style="list-style-type: none">• Research and Development 4 Years' Experience in creating vending Machine in Japan• System Management Manufacture facility at Michael Page
Present Occupation	Marketing Manager
Previous Business	Engineer

Table 7.7 Marketing's Resume

Financial

Name	NUR ATHIRAH HANANI BINTI MOHD SHAMSIR
Identity Card (IC)	000325-05-0456
Address	16 Jalan Anggerik, Apartment Seri Puteri, 12000 Shah Alam Selangor
Telephone Number	011-36847379
E-mail	han7767@gmail.com
Status	Single
Academic Qualification	Degree in Accounting
Summary Skills	Good Skills in accounting and soft skills
Experience	<ul style="list-style-type: none">• Accountant 4years experience working at Maybank• Workshop in how to be an entrepreneur
Present Occupation	Financial Manager
Previous Business	Banker

Table 7.8 Financial's Resume

7.3 EXTERNAL RESOURCES AND SERVICE

EXTERNAL PROFESSIONAL RESOURCES	NUMBER OF EMPLOYEES
External Auditor	1
External Lawyer	1

Table 7.9 Employees under Human Resources

Based on table 7.9, Sweet Buffet has used services from external professional services which are external auditor and external lawyer. The external auditor is required to review the financial information of Sweet Buffet. Other than that, the external Auditor will investigate any errors and also perform audits on operations and report findings. Next, Sweet Buffet has hired an external lawyer from a law firm to represent the company for any contracts deal, negotiations or legal questions.

7.4 HUMAN RESOURCES

7.4.1 EMPLOYEES UNDER HUMAN RESOURCES

TYPE OF EMPLOYEES	NUMBER OF EMPLOYEES
Human Resource Manager	1

Table 7.10 Employees under Human Resources

The employee under the Human Resources department based on table 7.5 is a Human Resource Managers that is responsible for acquiring staff for Sweet Buffet. other than that, managing the employee compensation and benefit cost, training the new staff and handling and workplace issues.

7.4.2 SCHEDULE OF REMUNERATION FOR HUMAN RESOURCES

Position	Quantity	Monthly Salary	EPF (11%)	SOCSO (1.75%_	Total
HUMAN RESOURCE MANAGER	1	RM2700	RM351	RM61.90	RM3112.90
TOTAL	1				RM3112.90

Table 7.11 Remuneration of Human Resources

Based on the table 7.11 is Remuneration of human resources. The total a month's salary is RM 3,112.90 after deducting the amount of RM315 and RM61.90 for EPF and SOCSO respectively.

7.5 LIST OF FURNITURE, FITTINGS and OVERHEAD

Type	Quantity	Price/Unit	Total(RM)
Desk	10	130/unit	RM1300
Office Chairs	50	100/unit	RM5000
Security Systems	5	200/unit	RM10,000
Sofa	2	360/unit	RM720
Coffee Table	1	75/unit	RM75
Air Conditioner	3	1600/unit	RM4800
Computer	40	3000/unit	RM12,000
Total			RM 33,895

Table 7.12 Total Cost Of Office Furniture & Fittings

Table 7.12 shows the list of office furniture, fittings and overhead for Buffet Sweet that are needed to run our business. For the Desk, we decided to use IKEA as our chosen equipment. It may be a little bit expensive, but we believe that investing in a high-quality

desk could increase our working performances. Other than that, office chairs and we consider choosing the IKEA brand that we can purchase with a desk. Next, security systems. This is one of the important things for every business who has an office to secure anything in the office. In addition, we conclude the sofa and coffee table for our pantry and rest area. This could give the workers more time to take rest. For the computer, we decided to use Apple iMac as our chosen equipment. It may be a little bit expensive, but we believe that investing in a high-quality PC could increase our working performance. So the total budget for Furniture, fittings and overhead is RM 33,895.

7.6.2 Administration Budget

ITEM	FIXED ASSETS	MONTHLY EXPENSE	OTHER EXPENSE
Furniture	33,895		
Rental		4,000	
Remuneration EPF and SOCSO		26 234.15	
Business Registration			250
Business License			150
Building Deposit			2000
TOTAL	33,895	30,234.15	2,400

Table 7.13 Administration Budget

Table 7.12 shows the list of administration budget. for the furniture can be categorized on fixed assets which is a total cost of RM 33,895. Next, for the monthly expenses total up RM 30,234.15 included rental, remuneration EPF and SOCSO. Last but not least, a total of RM 2400 of other expenses which is business registration, business license and building deposit.

8. Financial Plan

8. Financial Plan

8.1 Introduction

Financial planning for a business is the task of determining how the organization will afford to achieve its strategic goals. Usually, an organization creates a financial plan immediately after the vision and objectives have been determined. The financial plan describes each of the activities, resources, equipment, and materials that are needed to achieve an organization's objectives as well as the timeframe.

A realistic financial plan should be at the core of any business strategy. There are a lot of benefits for having a financial plan, and some of the benefits would be explained. Firstly, a good financial plan acts as a revenue model, which includes calculating potential profit and loss. Tracking cash flow and comparing it with financial plans helps analyze where our business is currently at. Having a plan allows us to measure actual progress relative to where we envisioned it to be at the beginning of our financial year.

Other than that, financial planning is a way of setting goals that are realistically attainable for our organization, as it projects a certain amount of revenue after an extended period of time. It acts as a wide, long-range lens to ensure that the business continues to grow. This makes it essential in facilitating growth and expansion programs to ensure a company's long-term survival. Moreover, our financial plan is a guide to running your business – it helps us create a realistic strategy with well-defined steps for achieving profitable growth. We cannot make a bold business move, whether it's an investment or a purchase, without first consulting this guide. A financial plan enables proactive decision-making, as well as financial stability and control, which can be achieved only with careful, professional planning.

Furthermore, running a business requires many resources. A financial plan ensures that many aspects of our business such as marketing, labor, and equipment have been allocated adequate funds so it continues to run smoothly. Our plan should also account for a set amount of emergency reserves to remedy unforeseen issues. If our cash reserve is adequate, we'll sleep peacefully at night knowing we're prepared. Last but not least, financial planning requires analysis of our company's liabilities, long-term debt and owner equity. We may only want to look at current assets, but liabilities need to be monitored carefully to further aid us in resource allocations and budget planning. Our financial plan will schedule any debt repayments, or help us when considering new liabilities, ultimately empowering us to fully understand our business' finances and profitability.

8.2 Start - Up Cost

Start-Up cost is a one-time activity that we go through when we open up a new facility, launch a new product or service, run a business in a new territory or with a new class of customer or beneficiary, kick off a new process in an existing facility or set about new operation after considerable research and discussion.

A. START-UP COST	RM
Capital Expenditure: Administrative	
Land & Building	-
Furniture	33,895
Equipment	82,115
Capital Expenditure: Operations	
Machinery	
Factory Renovation	10,000
One-Time Start-up Expenditure	
Installation of fixtures/equipment	.
Starting inventory cost	.
Office Supplies	
Legal and Professional fees	4,000
Advertising for opening	-
	-
Other Pre-Operations Expenditure	
Deposit (rent, utilities,etc)	2,000
Business Registration & Licences	400
Insurance & Road Tax for Motor Vehicle	2002
Other Expenditure	
Start-Up Costs	134,412

Table 8.1 Start-up Cost

8.3 Working Capital

Working capital indicated the total of initial expenditure required to finance the daily operation of a business until they gets its first sale. Thus , the amount of working capital for our calculation is therefore dependent upon the period until our firm can generate enough sales to cover our short-term expenditure.

WORKING CAPITAL (MONTHLY)	RM	FIXED	VARIABLE (monthly)
Marketing			
Vehicle	48,000	48,000	-
Road Tax	2,000		2,000
Advertising cost	5,500		5,500
Salary, EPF & SOCSO	14,745.25		14,745.25
Administrative			
Salary, EPF & SOCSO	26,234.15		26,234.15
Rental	4,000	4,000	
Furniture	2,000		2,000
Operations			
Machine and Equipment	82,115	82,115	
Utilities	8,760		8,760
Maintenance and Cleaning	8,300		8,300
Raw material & Packaging	70,460		70,460

Salary, EPF & SOCSO	25,482.50		25,482.50
Other Expenditure (Marketing & Operation)	2,000		
Total Working Capital	299,596.90		
Total Working Capital Required (1 Month) Working Capital + Contingencies (10%)	299,596.9 329,556.59	299,596.9 329,556.59	

Table 8.2 Working Capital

8.4 Start-up Capital and Financing

ESTIMATED START-UP CAPITAL	503,666
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FINANCING	
Equity : Share & Venture Capital	100,000
Loan	107,326
Annual Interest Rate	8%
Loan Duration (years)	10

Table 8.3 Start-up Capital and Financing

8.5 Cash Flow Statement

Complimentary Edition

PRO-FORMA CASH FLOW STATEMENT

Aliran Tunai Pro-forma

SWEET BUFFET SDN BHD
Pro-forma Cash Flow Statement

MONTH	2020 MONTHLY CASH FLOW												2020	2021	2022			
	Pre-Operations	January	February	March	April	May	June	July	August	September	October	November						December
CASH INFLOW																		
Capital (Cash)	240,199													240,199	0	0		
Loan	82,115													82,115	0	0		
Cash Sales		30,177,728,000	15,297,282,560	9,056,525,200	25,785,892,775	29,956,388,800	16,977,728,000	36,865,611,100	35,577,728,000	18,577,728,000	21,077,728,000	65,899,987,800	35,000,000,500	340,250,328,735	381,080,368,144	457,296,441,720		
Collection of Accounts Receivable		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
TOTAL CASH RECEIPT	322,314	30,177,728,000	15,297,282,560	9,056,525,200	25,785,892,775	29,956,388,800	16,977,728,000	36,865,611,100	35,577,728,000	18,577,728,000	21,077,728,000	65,899,987,800	35,000,000,500	340,250,651,049	381,080,368,144	457,296,441,720	0	0
CASH OUTFLOW																		
Pre-operating & Incorporation Expenditure	4,400													4,400				
Sales & Marketing Expenditure		5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	5,000	60,000	63,000	66,150	0	0
General & Administrative Expenditure		38,994	38,994	38,994	38,994	38,994	38,994	38,994	38,994	38,994	38,994	38,994	38,994	467,930	491,328	515,893		
Operations & Technical Expenditure		7,024,790	528,790	528,790	528,790	528,790	528,790	528,790	528,790	558,790	598,790	628,790	668,790	13,161,480	13,718,194	14,404,104		
Other Expenditure		2,000												2,000	2,100	2,205		
Purchase of Fixed Assets	164,010													164,010				
Hire-Purchase Repayment:																		
Principal		0	0	0	0	0	0	0	0	0	0	0	0	0	-	-		
Interest		0	0	0	0	0	0	0	0	0	0	0	0	0	-	-		
Loan Repayment:																		
Principal		544	544	544	544	544	544	544	544	544	544	544	544	6,529	6,855	7,198		
Interest		342	342	342	342	342	342	342	342	342	342	342	342	4,106	3,779	3,437		
Tax Payable		0	0	0	0	0	0	0	0	0	0	0	0			914,234,900		
TOTAL CASH OUTFLOW	168,410	7,071,670	573,670	573,670	573,670	573,670	573,670	573,670	573,670	603,670	643,670	673,670	680,889,268	634,066,051	776,104,061	929,233,886	0	0
CASH SURPLUS (DEFICIT)	153,904	30,170,656,330	15,296,708,890	9,055,951,530	25,785,319,105	29,955,815,130	16,977,154,330	36,865,037,430	35,577,154,330	18,577,124,330	21,077,084,330	65,899,314,130	34,319,111,232	339,556,584,997	380,304,263,261	456,367,207,834	0	0
BEGINNING CASH BALANCE	153,904	30,170,810,233	45,467,519,123	54,523,470,653	80,308,789,757	110,264,604,887	127,241,759,217	164,106,796,646	199,683,950,976	218,261,075,306	239,338,159,635	305,237,473,765	0					
ENDING CASH BALANCE	153,904	30,170,810,233	45,467,519,123	54,523,470,653	80,308,789,757	110,264,604,887	127,241,759,217	164,106,796,646	199,683,950,976	218,261,075,306	239,338,159,635	305,237,473,765	339,556,584,997	339,556,584,997	719,860,848,257	1,176,228,056,091		

FinPlan

Table 8.4 Cash Flow Statement

8.6 Income Statement

PRO-FORMA income STATEMENT					
SWEET BUFFET SDN BHD					
Pro-forma Income Statement					
Years	2020	2021	2022		
Sales	3,402,503,287	3,810,803,681	4,572,964,417		
Less: Cost of Sales (Notes 1 & 2)					
Gross Profit					
Less: Expenditure					
Pre-Operating & Incorporation Expenditure	400				
General & Administrative Expenditure	467,930	491,326	515,893	0	0
Sales & Marketing Expenditure	60,000	63,000	66,150	0	0
Other Expenditure	2,000	2,100	2,205		
Interest on Hire-Purchase	0	0	0		
Interest on Loan	4,106	3,779	3,437		
Depreciation of Fixed Assets					
Total Expenditure					
Net Income Before Tax					
Tax					
Net Income After Tax					
Accumulated Net Income					
Note 1					
Cost of Sales					
Opening Inventory of Finished Goods	0	3,000	3,700		
Add: Total Production Cost (Note 2)	1,084,263	1,136,431	1,192,432		
	0				
Less: Ending Inventory	3,000	3,700	3,500		
	1,081,263	1,135,731	1,192,632		
Note 2					
Raw Materials					
Opening Inventory	0				
Add: Current Year Purchases	122,360	127,254	133,617		
Add: Carriage Inwards	99,600	104,580	109,809		
Less: Ending Inventory					
Raw Materials Used	221,960	231,834	243,426		
Labour					
Salaries, Wages, EPF & SOCSO	833,880	875,574	919,353		
Factory Overhead					
Depreciation of Fixed assets (Operations)	16,423	16,423	16,423		
Packaging	12,000	12,600	13,230		
	0	0	0		
	0	0	0		
	0	0	0		
	0	0	0		
Total Factory Overhead	28,423	29,023	29,653	0	0
	0	0	0		
Total Factory Overhead	28,423	29,023	29,653	0	0
Total Production Cost	1,084,263	1,136,431	1,192,432		

Table 8.5 Income Statement

8.7 Balance Sheet

Complim-

PRO-FORMA balance sheet

SWEET BUFFET SDN BHD
Pro-forma Balance Sheet

	2020	2021	2022		
ASSETS					
Non-Current Assets (Book Value)				Input	
Land & Building	33,895	33,895	33,895		
Other Fixed Assets					
Other Assets					
Deposit	4,000	4,000	4,000		
	141,987	115,964	89,941	0	0
Current Assets					
Inventory of Raw Materials					
Inventory of Finished Goods	3,000	3,700	3,500		
Accounts Receivable	(336,847,825,448)	(714,117,389,910)	(1,166,840,867,213)		
Cash Balance					
TOTAL ASSETS	2,708,904,536	5,743,578,011	9,387,282,319	0	0
Owners' Equity					
Owners' Equity					
Capital	240,199	240,199	240,199		
Accumulated Income	2,720,702,391	5,767,980,907	9,424,920,508		
	2,720,942,590	5,768,221,105	9,425,160,706		
Long-Term Liabilities					
Loan Balance	75,586	68,732	61,534		
Hire-Purchase Balance	0	0	0		
	75,586	68,732	61,534		
Current Liabilities					
Accounts Payable	(12,113,640)	(24,711,826)	(37,939,920)		
TOTAL EQUITY & LIABILITIES	2,708,904,536	5,743,578,011	9,387,282,319		

Table 8.6 Balance Sheet

9.0 Project Milestone

The following information are the flow BetterBitez K Sdn BHD 's milestone throughout the road of it's deadline and overcoming hardship moments for the increase of sale we have in the current year of time.

Activities	Dateline
Loan application	25th December 2019
Business Registration	13th January 2020
Business Requirement	18th February 2020
Locatio outlet preparation	2nd March 2020
Product License MIDA	5th April 2020
Selling Operation in Advertising	10th April 2020
Increase of sales to 60%	6th august 2020

Table 9.1 Project Milestone

10.0 Conclusion

We believe in the potential of new era for food and beverage can be unified with new norm generation for the sake making our customer happily social instead of acting paranoid, we in Betterbitez love connections and sharing the moments no matter where you go because that's how precious life is for everyone especially after the post pandemic. Using our product not only encourages practicing socializing behavior as normal yet the quality and affordability in the consideration so it is accessible for everyone in the future .

It is better to be safe now than never, nobody wants to be locked inside another year , sweetness and enjoyment comes from food and even better by sharing. We believe restoring humanity through our innovative design of sweet buffet; the germ free food dispenser where you don't have to interact physically and it will automatically high sensor serve you the food you will ever expect for the sake of health and care.

11.0 APPENDICES

