

## **Streamlining Sales & Inventory Operations through Business Intelligence Dashboards and Workflow Automation with Osito**

A Professional Readiness Experiential Program (PREP) Project Effort

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---- Client Testimonial ----

*"I am always impressed by the students that come through the GMU PREP program. The student-team was focused on gathering an immense understanding of our system and the current issues and bottlenecks that came with it. They gathered information on their own, asked great questions and tinkered in order to think through probable solutions while always remembering the importance of the functionality for both our sales & logistics department and thus our customers. The solutions provided by the students have helped automate processes and create better visibility of our data and are sure to be used for years to come."*

- Daniel Hill | Logistics Coordinator | Osito

## Introduction

Osito Coffee, a key player in the green coffee import market, manages complex inventory and sales data primarily through Google Sheets. While this system offered basic functionality, it presented significant operational challenges, including considerable manual effort for tracking inventory across multiple warehouses, allocating sales contracts, managing customer communications, and generating actionable business insights. This reliance on manual processes limited real-time visibility into critical operations and created inefficiencies that hindered agility and strategic decision-making.



Recognizing these challenges, this project aimed to empower Osito Coffee by developing and implementing an integrated solution leveraging data visualization and workflow automation. The core objective was to transform their existing Google Sheets-based data into a dynamic and insightful system, thereby enhancing operational efficiency, reducing manual workload, and providing the clarity needed for informed business strategies. This initiative focused on delivering user-friendly tools that integrate seamlessly into Osito Coffee's existing workflows, providing both immediate operational benefits and a foundation for future growth.

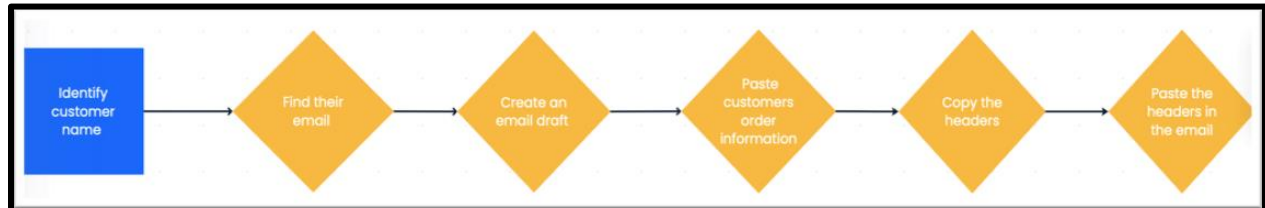
## Business Challenge: The Daily Grind

Osito Coffee was facing some classic growing pains that many successful businesses encounter. Their trusty Google Sheets, while a great starting point, were starting to show their limits as the business became more complex. Gaining a clear, real-time, and consolidated understanding of inventory levels across various warehouses was a cumbersome and time-consuming process. Identifying specific lots, such as uncontracted bags ready for sale, required extensive manual filtering and cross-referencing.

Then there was the challenge of information being scattered. Essential business information related to sales contracts, detailed inventory, customer data, and ownership transfer records was often distributed across multiple, sometimes disconnected, Google Sheets or numerous tabs within them. This fragmentation made comprehensive analysis difficult, hindered the

ability to obtain a unified view of operations. Pulling together comprehensive reports or being absolutely sure everyone was looking at the most current information was a constant effort.

Many essential daily tasks were also very hands-on. This included generating sales contracts, compiling customer position reports, notifying financiers of ownership transfers, and disseminating these documents via email. These manual steps were not only labor-intensive and repetitive but also susceptible to human error and delays, impacting customer service and operational responsiveness.



Finally, because it took so much effort to gather and make sense of all this data, getting fresh insights to guide business strategy was often a look in the rearview mirror rather than a clear view of the road ahead. This made it harder to be proactive and jump on new opportunities or spot potential issues before they grew. Osito Coffee knew that to keep growing and stay agile, they needed a way to streamline these processes and unlock the power hidden in their data.

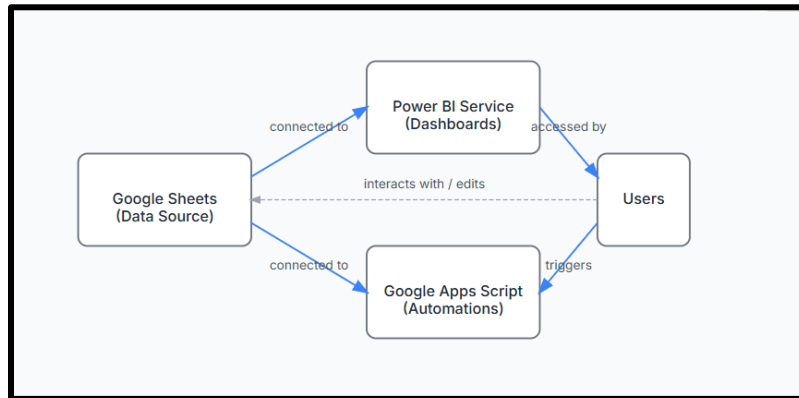
#### **Activities Done to Address the Business Challenge**

To address Osito Coffee's challenges, our team, using our expertise in data visualization, operational workflows, and information systems, developed a two-part solution. We focused on business intelligence tools for bringing their data to life and Google Apps Script to automate those repetitive, time-consuming tasks, all while working closely with Daniel Hill to ensure our solutions accurately met Osito's needs.

First, we understood their operational environment. We spent time with their team, listening to experiences with inventory, sales, and customer communication. We mapped information flows, identifying manual steps and areas where technology could yield improvements. This groundwork was crucial for designing a solution that wasn't just clever, but genuinely helpful.

Then, we began mapping out the key ways business intelligence could help Osito. This plan showed us what kind of interactive prototype dashboards we needed to build, and we set ourselves to developing these initial dashboards in two different tools: Microsoft Power BI and Tableau. Doing this gave us a real hands-on way to see how each tool could take Osito's raw data and turn it into useful information they could act on.

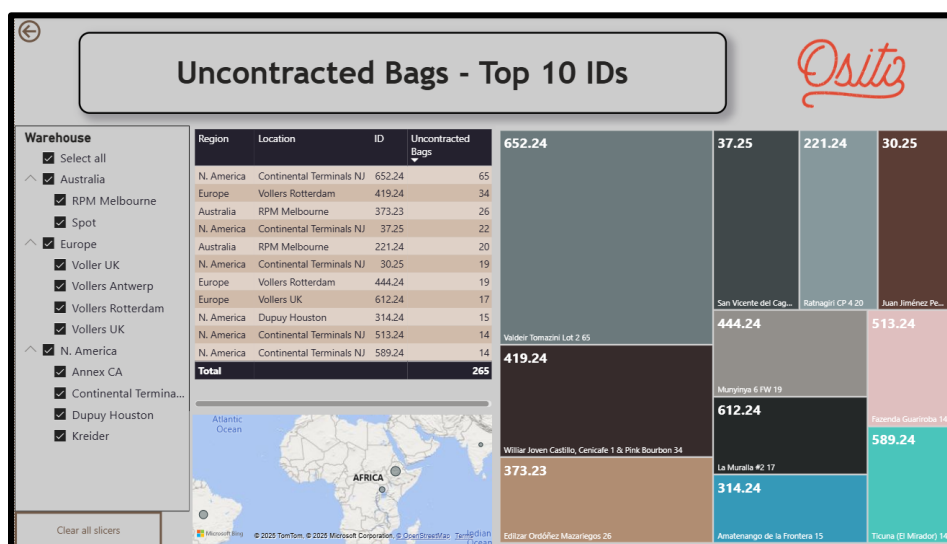
### Dynamic Workflow



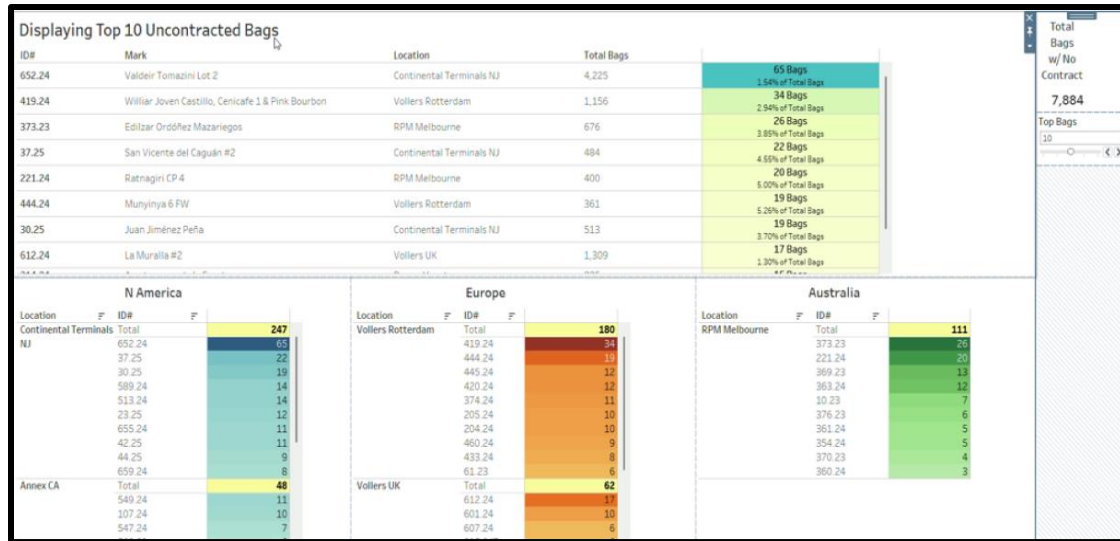
A critical part of this was working closely with the Osito team. We showed them the interactive dashboards we built in both Power BI and Tableau, and they gave us their direct feedback. We kept tweaking and refining these dashboards based on what they told us, to make sure the tools did what they actually needed for their daily work. This back-and-forth process of building, getting feedback, and refining led us to a point where we could meaningfully evaluate how well both Power BI and Tableau were performing for them. We looked at everything: the costs and benefits of each, how good they were at delivering the kinds of dashboards Osito needed, how easily they connected with their existing Google Sheets, and just how user-friendly each one was. After taking a deep look at all these aspects, Power BI stood out as the best fit for Osito's needs in the short-term.

With this solid data foundation in place, we designed these specific dashboards:

- An **Inventory Insights Dashboard** gives Osito a clear view of what coffee they have, where it is, and which lots are ready to sell.



PowerBI

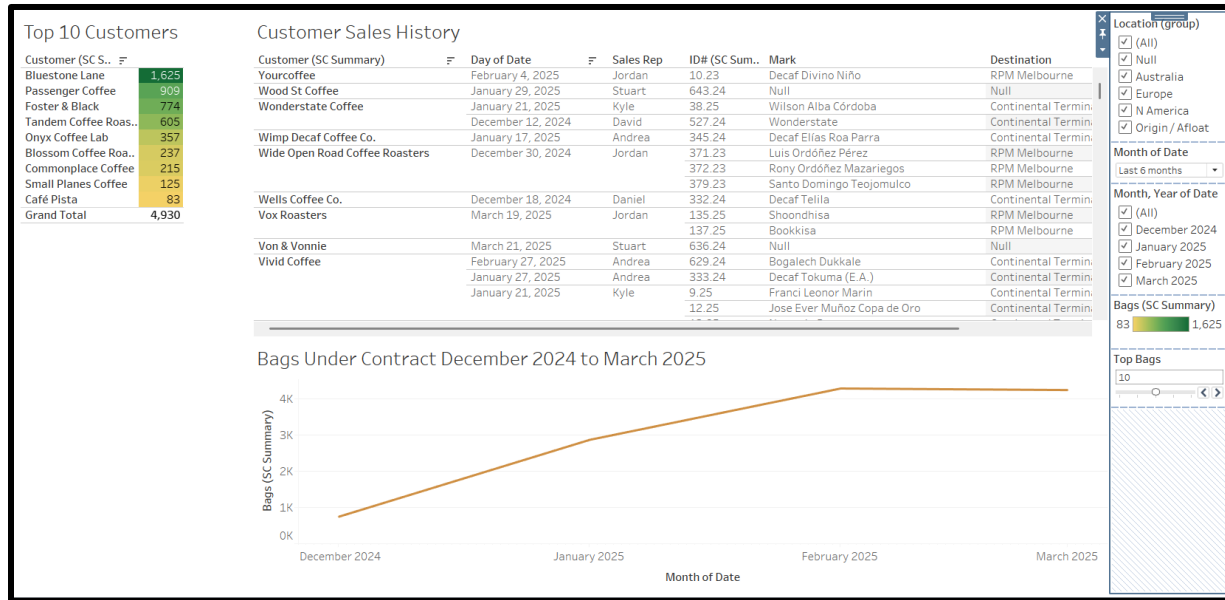


Tableau

- A **Customer Analysis Dashboard** shines a light on customer activity and sales trends, making it easy to see who's buying what and how those relationships are developing.



Power BI



Tableau

These dashboards were interactive, allowing Osito's team to filter and drill down into data to obtain answers.

The second component of our solution automated key workflows using Google Apps Script. Our focus on streamlining operations applied here. Since Osito operated within Google Sheets, automations triggered directly from their work environment. We wrote scripts to manage repetitive tasks:

- **Smart SC# Allocation:** An action like checking a box could trigger a script to locate bags in 'Bag Detail' and assign the Sales Contract number from 'SC Summary'.

The screenshot shows a Google Sheet titled "Inventory Tracker (Current Version) 3.24.2025 for GMU PREP". The sheet contains a large table with columns A through M, representing various inventory details. The table is organized into sections, with the first section (rows 1-10) showing detailed inventory data for various coffee products. The second section (rows 11-20) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The third section (rows 21-30) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The fourth section (rows 31-40) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The fifth section (rows 41-50) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The sixth section (rows 51-60) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The seventh section (rows 61-70) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The eighth section (rows 71-80) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The ninth section (rows 81-90) shows a summary of the inventory, with columns for "SC Summary" and "SC#". The tenth section (rows 91-100) shows a summary of the inventory, with columns for "SC Summary" and "SC#".



- **Automated Sales Contract Emailing:** Another script could extract contract details from Google Sheets and email a summary or PDF to the customer.

Inventory Tracker (Current Version) 3.24.2025 for GMU PREP

File Edit View Insert Format Data Tools Extensions Help

6415 102.25 SC4786C 3/20 30 180 9/16/2025 010/0002/0002 Shoonchisa Ethiopia Abacadabra Coffee Co. SAS Arrival

6416 632.24 SC4786D 12/30/1899 Bookkisa Ethiopia Abacadabra Coffee Co. SAS Arrival

6417 647.24 SC4786E 12/30/1899 Gure Kesso Ethiopia Abacadabra Coffee Co. SAS Arrival

6418 106.25 SC4787 3/20 30 180 9/16/2025 Abdo Aba Mecha Ethiopia Sophomore Coffee SAS Arrival

6419 187.25 SC4788A 3/20 30 180 9/16/2025 Bya Faria Ethiopia Resident Coffee Roasters PSS

6420 188.25 SC4788B 3/20 30 180 9/16/2025 Mohammed Aba Nura Ethiopia Resident Coffee Roasters PSS

6421 135.25 SC4789A 3/21 30 180 9/17/2025 Shoonchisa Ethiopia Semi-Pro SAS PSS

6422 134.25 SC4789B 3/21 30 180 9/17/2025 Greenspring Ethiopia Semi-Pro SAS PSS

6423 188.25 SC4789C 3/21 30 180 9/17/2025 Mensur Aba Hika Ethiopia Semi-Pro SAS PSS

6424 82.25 SC4789D 3/21 30 180 9/17/2025 Liliana Burbano Pink Bourbon Colombia Semi-Pro SAS PSS

6425 636.24 SC4790 3/21 90 180 9/17/2025 Shoonchisa Ethiopia Ineffable Coffee SAS PSS

6426 640.24 SC4791 3/21 90 180 9/17/2025 Bookkisa Ethiopia Ineffable Coffee SAS PSS

6427 125.25 SC4792 3/21 90 180 9/17/2025 Green Spring Ethiopia Ineffable Coffee SAS PSS

6428 188.25 SC4793 3/21 30 360 3/16/2026 Nesru Aba Nura Ethiopia Commonplace Coffee PSS

6429 648.24 SC4794 3/21 30 360 3/16/2026 Kolla Lot 1 Ethiopia Paloma Coffee Bakery Approved Sample

6430 9.25 SC4795 3/21 30 180 9/17/2025 Franci Leonor Marin Colombia Approved Sample

6431 647.24 SC4796A 3/21 360 360 12/28/1900 Gure Kesso Ethiopia SAS Arrival

6432 173.25 SC4796B 3/21 360 360 12/28/1900 Gure Kesso Ethiopia SAS Arrival

6433 176.25 SC4796C 3/21 360 360 12/28/1900 Genji Challa Ethiopia SAS Arrival

6434 174.25 SC4796D 3/21 360 360 12/28/1900 Wanjia Kensa Ethiopia SAS Arrival

6435 143.25 SC4797 3/21 90 180 9/17/2025 Kanehaku Lot E India Approved Sample

6436 105.25 SC4798 3/21 30 360 3/16/2026 Abdurrahman Aba Bulgu Ethiopia Penny Coffee Roasters Per Phone Call

6437 627.24 SC4799A 3/21 30 180 9/17/2025 Bookkisa Ethiopia Paloma Coffee Bakery Approved Sample

6438 628.24 SC4799B 3/21 30 180 9/17/2025 Time Ethiopia Paloma Coffee Bakery Approved Sample

6439 4.25 SC4800 3/21 30 180 9/17/2025 Nagastie Uganda Café Pista PSS

6440 107.24 SC4801 3/21 30 180 9/17/2025 Decaf Tokuma (SWP) Ethiopia Café Pista SASNANS

6441 184.25 SC4802 3/21 30 180 9/17/2025 Abdo Aba Mecha Ethiopia Penny Coffee Roasters Per Phone Call

6442 528.23 SC4803 3/24 30 180 9/20/2025 Rocio Fernando Acosta Colombia Super Coffee Approved Sample

6443 612.24 SC4804 3/24 90 180 9/20/2025 La Murala #2 Colombia No Apologies Approved Sample

6444 612.24 SC4805 3/24 90 180 9/20/2025 La Murala #2 Colombia No Apologies SAS Arrival

6445 624.24 SC4806 3/24 90 180 9/20/2025 Brooch Family Brazil Syra Coffee SAS PSS

6446 188.25 SC4807 3/24 360 360 3/16/2026 Mensur Aba Hika Ethiopia SAS PSS

6447 2.25 SC4808 3/24 90 180 9/20/2025 Kebena Lot 4 Ethiopia Monocoffee Roastery SAS PSS

6448 552 SC4809 3/24 90 180 9/20/2025 Boris Andres Molina Uribe #7 Colombia Doe & Fawn Approved Sample

6449 640.24 SC4810 3/24 90 180 9/20/2025 Doe & Fawn Approved Sample

- **Automated Ownership Transfer Notifications:** When transfer details were finalized, a click could send an email alert to finance partners.

Inventory Tracker (Current Version) 3.24.2025 for GMU PREP

File Edit View Insert Format Data Tools Extensions Help

5753 132.24 Crop to Cup 132.24 Kecho Anderacha (Tella) #2 3/19/2025 6 Ethiopia 60 C349835 010/0002/0018 Continental Terminals NJ 80811

5754 329.24 Crop to Cup 329.24 Fazenda Recreio natural 3/19/2025 6 3 owned/ Brazil 59 C356584 002-2293-0008 Continental Terminals NJ

5755 167.24 Crop to Cup 167.24 Hulkera Lot 3 3/19/2025 6 India 60 C349936 14-2287-2024-0004 Continental Terminals NJ 81114

5756 33.24 Crop to Cup 33.24 Nesru Aba Nura Lot 5 3/19/2025 5 Ethiopia 60 C349845 10-706-0006 Continental Terminals NJ 80379.2

5757 399.24 Crop to Cup 399.24 Divino Niño #2 3/19/2025 5 Colombia 70 C355101 03-1378-0221 Continental Terminals NJ

5758 328.24 Crop to Cup 328.24 Fazenda Recreio 3/19/2025 5 Brazil 59 C355585 002-2293-0009 Continental Terminals NJ

5759 136.24 Crop to Cup 136.24 Tella 3/19/2025 1 Ethiopia 60 C349030 010/0002/0024 Continental Terminals NJ 80815

5760 30.24 Crop to Cup 30.24 Mensur Abahika Lot 4 3/19/2025 1 Ethiopia 60 C349842 10-706-0003 Continental Terminals NJ 80379.1

5761 476.24 Crop to Cup 476.24 Jose Elias Martinez Pink Bourbon 3/19/2025 1 Colombia 70 C355472 03-1378-00285 Continental Terminals NJ

5762 332.24 Crop to Cup 332.24 Decaf Tella 3/19/2025 2 / owned Ethiopia 60 C354896 SC-80796 Continental Terminals NJ

5763 579.24 Crop to Cup 579.24 Máris #2 3/19/2025 2 / owned Colombia 70 C380250 03-1378-00026 Continental Terminals NJ

5764 27.24 Crop to Cup 27.24 Mensur Abahika Lot 3 3/20/2025 1 Ethiopia 60 CF151804-04 010/0663/0004 Voliers UK P3391.ET S5688.E

5765 388.24 Crop to Cup 388.24 Fazenda Recreio natural 3/20/2025 3 / owned Brazil 59 C358336 2-2293-0011 Continental Terminals NJ

5766 303.24 Crop to Cup 303.24 Fazenda Recreio washed 3/20/2025 3 / owned Brazil 59 C361004 2-2293-0014 Continental Terminals NJ

5767 514.24 Crop to Cup 514.24 Fazenda Recreio natural 3/20/2025 10 Brazil 59 C359353 2-2293-0008 Continental Terminals NJ

5768 20.25 Crop to Cup 20.25 Luis Gildardo López Copa de Oro 3/20/2025 4 Colombia 24 C361322 03-1378-00071 (25) Continental Terminals NJ

5769 80.24 Crop to Cup 80.24 Capasita Blend (Muniz Freire) 3/20/2025 10 Brazil 30 C347370 2-2095-0035 Continental Terminals NJ 80551 CON083

5770 400.24 Crop to Cup 400.24 Máris #2 3/20/2025 3 Colombia 70 C355102 03-1378-0222 Continental Terminals NJ

5771 320.24 Crop to Cup 320.24 Rony & Edizar Ordóñez Mazariegos 3/20/2025 2 Mexico 69 C355665 016-3170-011 Continental Terminals NJ

5772 399.23 Crop to Cup 399.23 Alejandro Hernández 3/20/2025 1 / owned Mexico 69 C338691 016-2798-0095 Continental Terminals NJ P2884.MX S4969.M

5773 411.23 Crop to Cup 411.23 Teodoro Álvarez 3/20/2025 1 / owned Mexico 69 C338703 016-2798-0105 Continental Terminals NJ P2884.MX S4969.M

5774 386.24 Crop to Cup 386.24 Capasita Blend 3/20/2025 16 Brazil 30 C358577 2-2095-0002 Continental Terminals NJ 1000670 2001171

5775 533.24 Crop to Cup 533.24 Mutana 5 3/20/2025 5 Burundi 60 C361026 27-01-616 Continental Terminals NJ 1000798 200138

5776 538.24 Crop to Cup 538.24 Bumba 5 3/20/2025 2 Burundi 60 C361031 27-01-13209 Continental Terminals NJ 1000798 200138

5777 364.24 Crop to Cup 364.24 Divino Niño #2 3/21/2025 16 Colombia 70 03-1378-00206 03-1378-0206 RPM Melbourne 1000665 2001196

5778 562.23 Crop to Cup 562.23 Fazenda Recreio Maragoype 3/21/2025 6 Brazil 59 CA808050 002-4542-0374 Annex CA P3222.BR S5352.B

5779 617.23 Crop to Cup 617.23 Hula 3/21/2025 80 Colombia 50 C344997 #0001 (Co) Continental Terminals NJ P3286.CO S5516.C

5780 285.24 Crop to Cup 285.24 Divino Niño #2 3/21/2025 1 Colombia 70 CF154324-16 03-1378-00153 Voliers UK P2934.CO S5800.C

5781 41.25 Crop to Cup 41.25 Aries Jair Galindez 3/21/2025 8 Colombia 70 C361344 03-1378-00092 (25) Continental Terminals NJ

5782 45.25 Crop to Cup 45.25 Marliano Hoyos 3/21/2025 8 Colombia 70 C361348 03-1378-00096 (25) Continental Terminals NJ

5783 46.25 Crop to Cup 46.25 Liliana Burbano 3/21/2025 9 Colombia 70 C361349 03-1378-00097 (25) Continental Terminals NJ

5784 10.25 Crop to Cup 10.25 Gildardo López Hoyos 3/21/2025 1 Colombia 24 C361312 03-1378-00061 (25) Continental Terminals NJ

- **Automated Customer Position Updates:** Compiling and emailing customer positions, including orders or inventory status, could be accomplished with a trigger.



Inventory Tracker (Current Version) 3.24.2025 for GMU PREP

Customer	Location	Origin	SC	Status	Mark	IDB	ICO	Price	Carry Rate	ETA	Total Bag	COUNTA of Available	Email Sent
LA Coffee Roasters	Continental Terminal NJ	Colombia	SC2306	In store	La Muralia Pink Bourbon	253.23	003-1378-00167	5.850	23.80%		28	7	
Alacados Coffee Co.	Continental Terminal NJ	Brazil Total										14	
		Colombia	SC4022	In store	Decaf Elias Rosa Parra	345.24	03-1378-0191	5.350	9.00%	Available	10	2	
		Colombia	SC4163	In store	La Muralia #2	485.24	03-1378-00254	4.750	7.50%	Available	10	4	
Alencas Coffee	Continental Terminal NJ	Burundi	SC4529	In store	Gaharo 1	516.24	27-01-13219	8.000	1.50%	Available	2	2	
Amazons Coffee	Continental Terminal NJ	Colombia	SC4404	In store	Jose Ever Muñoz Copa de Oro	12.25	03-1378-00063 (25)	15.250	1.50%	Available	1	1	
Archetype Coffee	Continental Terminal NJ	Brazil Total										50	
Ave Espresso	Continental Terminal NJ	Colombia	SC4728A	In store	San Vicente del Caguan #2	37.25	03-1378-00088 (25)	5.850	1.50%	Available	1	1	
Bluebird Coffee	Continental Terminal NJ	Brazil Total										16	
		Ethiopia	SC3115	In store	Bookissia	103.24	10-773-0013	5.250	12.00%	Available	30	14	
Bluestone Lane	Continental Terminal NJ	Brazil Total										375	
Brandywine Coffee Roasters	Continental Terminal NJ	Burundi	SC4235	In store	Ninga 2	414.24	27-01-13205	7.200	4.50%	Available	8	5	
		Colombia	SC4296A	In store	Nkonge 3	535.24	27-01-13249	7.950	1.50%	Available	8	5	
		Colombia	SC4296B	In store	Ninga 11	544.24	27-01-13227	7.950	1.50%	Available	5	5	
		Colombia	SC4296C	In store	Ninga 13	545.24	27-01-610	6.700	1.50%	Available	10	10	
Cafe Even	Continental Terminal NJ	Colombia	SC4178	In store	Jose Elias Martinez	384.24	03-1378-0216	6.450	7.50%	Available	2	2	
Cafe Press	Continental Terminal NJ	Burundi	SC4294	In store	Mutana 5	533.24	27-01-616	6.700	1.50%	Available	10	9	
		Ethiopia	SC2981C	In store	Mohammed Abu Nura Lot 1	28.24	10-706-0001	4.450	12.00%	Available	20	1	
Canadian Roasting Society	Continental Terminal NJ	Burundi	SC4353A	In store	Musumba 3	524.24	27-01-13242	7.950	1.50%	Available	4	4	
Capacity Coffee	Continental Terminal NJ	Brazil Total										1	
		Mexico	SC4459B	In store	Luis Ordóñez Pérez	319.24	016-3170-010	5.750	3.00%	Available	1	1	
		Brazil Total	SC4459C	In store	San Pedro Ocopetlatillo #2	322.24	016-3170-013	6.250	3.00%	Available	1	1	
Carrier Roasting Company	Continental Terminal NJ	Brazil Total										19	

Finally, to make sure Osito could hit the ground running, we created thorough documentation, including easy-to-follow guides on how to use the new dashboards and automations, and how to maintain them. We wanted to leave them not just with the knowledge to make the most of our solution. This comprehensive approach, from understanding their needs to delivering user-friendly tools and support, was all about giving Osito Coffee a real boost in how they could manage their business.

### Results & The Positive Impact

The dashboards and automations returned positive changes at Osito Coffee. The transformation took steps to convert from a manual coffee grinder to a high-tech espresso machine; the difference in efficiency and the quality of insights is remarkable.

Before, getting a handle on inventory or sales trends felt like piecing together a puzzle. Now, Osito Coffee has dynamic dashboards that show them what's happening with their stock, sales, and customers in real-time. This saved hours previously spent searching spreadsheets, enabling identification of opportunities. The enhanced visibility means they can spot opportunities, like which coffee beans are hot sellers or which inventory needs attention, much quicker. And when you can see things clearly, you can make smart decisions faster, whether it's responding to a customer query or adjusting to market changes.

One of the biggest wins is the sheer amount of time saved. The automations absorbed repetitive work associated with data entry, cross-referencing, or drafting emails. This reduced tedious tasks, and it means the Osito team now has more brainpower and time to focus on

things that really grow the business like building stronger customer relationships, exploring new market opportunities, or strategic planning.

Manual processes can lead to error. Automating processes like matching sales contracts to inventory reduced discrepancies. The dashboards serve as a single source of truth for key metrics, and automations maintain data consistency. Now, more people across Osito Coffee can easily see and understand what the numbers are telling them. This helps build a culture where everyone is thinking with data and making smarter, more informed choices. Instead of just reacting to problems, they can be more proactive, spotting trends and tackling potential issues before they become big headaches.

By making their core processes smoother and less dependent on manual effort, they're now in a much better position to handle more business as they grow, without getting bogged down. The tools we've built are also flexible; so as Osito's needs change, their new system can adapt and grow with them. While we're eager to see the long-term numbers, the immediate feedback and the clear streamlining of their daily tasks indicated definite enhancements for Osito Coffee. It represents a step up in how they use data to run and grow their business.

### **Conclusion**

This project has been a fantastic journey with Osito Coffee, and we're thrilled with the transformation we've helped them achieve. By strategically implementing a dual solution comprising interactive Microsoft Power BI dashboards and targeted Google Apps Script automations, Osito Coffee is now equipped with enhanced tools for data-driven decision-making and significantly improved operational efficiency.

While their data still lives in Google Sheets for now, this project has unlocked its potential and set the stage for future enhancements. As Osito Coffee continues to grow, these tools can grow with them, and they're now in a great position to consider even more advanced data strategies down the line.

Ultimately, we're proud to have partnered with Osito Coffee, and especially with Daniel Hill, to help them move from manual processes to an automated, insight-rich operation. It's a significant leap forward, empowering them to navigate the coffee market with greater confidence and efficiency. We're excited to see how these new capabilities help them brew even greater success!

### **PREP Student Reflection**

This Professional Readiness Experiential Program project with Osito Coffee was a learning experience, extending beyond technical skills. One of the most significant takeaways for our team was the profound importance of structure, adherence to deadlines, and the discipline of working within established professional formats.

From the outset, the project required us to plan, breaking challenges into tasks. Provided guidance, with templates and examples, was instrumental. At first, the prospect of conforming to specific documentation styles and presentation formats might have seemed like an added layer of complexity. However, as the project progressed, we quickly realized the immense value of this structured approach. It forced us to think critically about how to communicate complex technical information clearly and concisely to a diverse audience, including stakeholders who might not have a deep technical background.

Meeting interim deadlines and milestones was a constant pressure. But it taught us the real-world necessity of time management, collaborative planning, and proactive communication within the team to ensure we stayed on track. There wasn't room for procrastination; each phase built upon the last, and a delay in one area could have a cascading effect. This imitated the rhythm of professional project work, where accountability and timely delivery are paramount.

Also, the emphasis on producing deliverables in an expected, professional format – from the initial proposal to the final turnover documentation and this very write-up – was a crucial lesson. It wasn't just about *what* we delivered, but *how* we delivered it. This attention to detail, clarity in presentation, and adherence to established norms are clearly skills that transcend this single project and are fundamental to success in any professional environment. We learned that a well-structured, clearly written document is as important as the technical solution itself, as it ensures the work is understood, usable, and sustainable by the client.

This project provided an understanding that innovation and technical skill, alongside operating in a structured framework, respecting timelines, and professional presentation, are critical components. These are lessons we will carry forward, appreciative of the preparation this PREP experience afforded us.