

Devion to showcase innovation at WTCE



Devion demonstrates how intelligent automation can transform airline catering operations—without reinventing them

A partnership built on understanding

Devion, creators of intelligent automation for the onboard catering industry, has a long-standing partnership with [KLM Royal Dutch Airlines](#) that demonstrates how automation can transform airline catering operations, without reinventing it. This is the foundation of what visitors can expect to experience at the Devion booth (1C81) at World Travel Catering & Onboard Services Expo ([WTCE](#)).

The collaboration began in 2011 after KLM selected Devion after reviewing multiple contenders. Devion stood out not just for its technical expertise, but for its deep understanding of KLM's operations and its commitment to delivering a complete end-to-end solution as a partner.



Devion delivered an integrated, adaptive solution blending engineering, controls, and intelligence for flexible operations

Tackling real operational challenges

KLM faced several critical challenges common in large-scale catering operations: Labor-intensive, repetitive tasks made staffing difficult to sustain, while imbalances between manual workstations led to inefficiencies and inconsistent flow. At the same time, the intricate coordination of flight data, meal configurations and trolley loading required a highly accurate and reliable system—leaving no room for error.

Devion responded with an integrated solution, combining mechanical engineering, advanced controls and system intelligence. The focus went beyond automation, aiming instead to create a balanced, flexible process capable of adapting to shifting operational demands.



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From concept to fully automated operation

Following an initial installation in 2013, KLM and Devion moved to the next phase in 2017, developing a fully automated catering line. Built in stages and commissioned in 2021, the system introduced a modular design with intermediate buffering—allowing sections to operate more independently and reduce the impact of disruptions.

Measurable impact at scale

The system now supports the output of up to 36,000 meals daily, with improved flexibility across tray configurations. Operational stability has increased while reliance on manual labor has decreased—freeing up to 28 full-time roles—while consistency and accuracy ensure every tray meets flight requirements.

Lessons that shaped the future

Alongside better performance and more efficient operations, the partnership delivered valuable lessons. Close collaboration and mutual trust proved essential when implementing solutions at this scale as did designing with the future in mind—ensuring flexibility for evolving needs. Above all, the project reinforced that successful innovation must remain practical, reliable and grounded in day-to-

day operations reality.

Innovation you can see at WTCE

For the first time, Devion will showcase its Rivo platform – an evolution of the insights gained through the KLM partnership. At the stand, the focus will be on RivoLoad, a modular trolley loading solution designed to address one of the most physically demanding and time-critical steps in catering operations. Visitors will be able to experience a live demonstration of RivoLoad, supported by footage from the KLM installation in action.

WTCE marks an important milestone for Devion – the transition from bespoke project delivery to a modular offering that can benefit a wider range of caterers. For airlines and catering providers looking to reduce workload, improve flow and increase operational resilience, the Devion stand offers a chance to see proven innovation in action – and the opportunity to explore how these solutions can be applied.