

# Nestle Hong Kong Limited 雀巢香港有限公司

Continually Enhancing Quality of Life with  
Global Traceability Standard Training  
以全球追溯標準培訓，持續提升生活品質



## About the Company 公司簡介

Established in Switzerland in 1866, Nestlé has been growing as a leading global company in promoting Nutrition, Health and Wellness. Nestlé's purpose is enhancing quality of life and contributing to a healthier future.

Today, Nestlé Hong Kong has more than 1,000 employees and its diversified businesses include dairy products, yoghurt products, breakfast cereal, baby and toddler food, coffee, confectionery, ice cream and chilled desserts, soya products, culinary, infant nutrition, pet food and healthcare nutrition products.

雀巢集團起源於1866年的瑞士，目前是全球領先的「營養、健康、幸福生活」企業。雀巢致力以提升生活質素及貢獻更健康的未來為目標。

時至今日，雀巢香港已經擁有超過1,000名員工，其業務多元化，包括奶製品、乳酪食品、穀類早餐、嬰幼兒食品、咖啡飲品、糖果、雪糕、冷凍甜品、豆類製品、烹調食品、嬰兒營養食品、寵物食品及營養健康產品。

## Background 背景

With over 2,000 brands worldwide, Nestlé is well known in Hong Kong with its diversified range of products including dairy products like ice-cream, popsicles, milk powder, yoghurt products, coffee, baby and toddler food etc. For more than 150 years, Nestlé Hong Kong has provided local consumers with safe, nutritious and the best tasting food and has been upholding the highest food safety standard.

Recognising product credibility as one of the top concerns by consumers from a survey conducted by GS1 Hong Kong, Nestlé Hong Kong seeks continuous improvements in their traceability practices and food safety control with reference to global best practices. They were recommended a 2-day tailor-made course by GS1 Hong Kong to receive training on Global Traceability Standards (GTS) – a business process standard aiming to improve the ability to trace the movement of products at every stage in the supply chain.

雀巢於全球擁有2000多個品牌，在香港提供產品的種類包羅萬有，包括雪糕、雪條、乳酪產品、咖啡、嬰幼兒食品等最為人熟悉。在過去150多年，雀巢香港為本地消費者提供安全、營養和味道一流的食品，並一直堅持最高的食物安全標準。

香港貨品編碼協會(GS1 Hong Kong)的一項消費者調查指出，產品可信性是消費者最關注的議題之一，有見及此，雀巢香港繼續向全球最佳標準取經，尋求在產品的可追溯性及食品安全監控方面不斷作出改善。在此前提下，他們採納了GS1 Hong Kong的建議，參與了一項為期2天、專為雀巢香港而設的培訓。培訓內容圍繞「全球追溯標準」(GTS)，這套業務流程標準旨在幫助公司改善追溯產品於供應鏈處不同階段的資訊。

“Food safety is a shared responsibility and it is important for all of us to understand the impact of technology applied on food traceability. Through GS1 Hong Kong's training and practical workshops with real-life examples, we can further improve our overall business planning in supply chain management and product traceability practices, which helps our company to boost consumer confidence in locally manufactured food and pursue excellence.”

「食品安全是共同的責任，重要的是我們有需要了解科技應用在食品可追溯性上所帶來的效果。透過GS1 Hong Kong的培訓和結合現實例子的工作坊，我們可以進一步在供應鏈管理和實踐產品可追溯性方面改善整體業務規劃，從而加強消費者對本地製造食品的信心，精益求精。」



May Chung  
General Manager  
總經理  
鍾美玲

## GS1 standards used or solution (s) / service (s) applied

- GS1 HK Academy: Solution Certification Programme

## 應用的GS1標準或方案/服務

- GS1 HK學院: 解決方案認證計劃



## Solutions

The tailor-made GTS training focused on helping Nestlé Hong Kong identify the challenges on traceability, introducing ways to guarantee the accuracy and speed of the traceability system. The GS1 Global accredited auditor and qualified global traceability trainer by had also elaborated a multitude of traceability standards, technologies and systems, like GTIN and SAP system, so as to ensure product information is accessible by every stakeholder on the supply chain using electronic platform to reduce use of paper and human error.

20 staff from Nestlé Hong Kong joined the training where the majority came from logistics and quality assurance departments, while others who involved in the supply chain like procurement, admin and IT are also engaged. Through theories, case studies and class work activities, Nestlé Hong Kong staff were able to grasp some complex concepts, know the latest trends and solutions to improve their efficiency and visibility of supply and demand chains. It has equipped staff with skills and capabilities to tackle the real-life issues at workplace.

## Benefits

The company's ever-learning attitude coupled with the tailor-made GTS training helped employees to :

1. Understand the ways to improve efficiency and visibility of their supply and demand chains
2. Resolve issues encountered at workplace using the knowledge on global standards and practices

## 解決方案

這項度身訂造的GTS培訓主要為雀巢香港員工識別出在追蹤產品時所遇到的挑戰，並推薦一些能確保追溯系統之準確性和速度的方法。具備GS1 Global「全球可追溯性方案」稽核員及訓練員資格的導師亦為雀巢香港員工詳細說明了多種有關可追溯性的標準、技術和系統，例如全球貿易貨品編碼(GTIN)和SAP系統，這些都能確保每一位持份者都可透過電子平台取得在供應鏈上的產品信息，並且減少紙張使用和人為錯誤。

20名參與培訓的雀巢香港員工當中，大部份來自物流部門和品質保證部門，而其他與供應鏈相關如採購、行政及科技資訊部門的員工亦有參與。透過理論學習、案例研究和課堂習作等活動，雀巢香港員工均掌握一些複雜的概念、知悉最新市場趨勢，並得知一些能提高供應與需求鏈的效率及可視性的方案。員工接受培訓後就有能力解決工作時所遇到的實際問題。

## 效益

雀巢香港持續學習的企業態度，加上這套量身訂製的GTS課程，都讓其員工：

1. 了解如何能提高供應與需求鏈的效率及可視性
2. 利用有關全球標準和實踐的知識，處理工作時所遇到的情況