![GS1 Hong Kong logo]

The Global Language of Business

Café de Coral Group
大家樂集團

F&B Giant Taps into Smart Operations Reducing 10% Losses and Boosting 20% Efficiency
餐飲龍頭實踐智慧營運 減 1 成損耗 升 2 成效能

Background 背景

By closely monitoring the use of resources and enhancing operational efficiency with advanced technologies, Café de Coral Group has worked tirelessly towards lowering, energy use, food waste and more, adhering to the industry best practices.

大家樂集團一直透過嚴謹管理資源使用、持續優化營運流程，配合先進科技，推動低碳節能、減食材損耗等，實踐最佳營運。

Solution 方案

GS1 HK Smart Service team shared industry standard procedures and recommended of digital tech like e-forms and electronic scales to drive more efficient and greener operations, and use of sensors in food storage areas to ensure food safety.

GS1 HK 專業服務團隊提出標準化流程指引，建議於生產線上應用電子表格、電子磅等技術推動高效綠色營運，並於凍倉安裝傳感器等記錄環境數據、保障食安。

Benefits 效益

The Smart Operations solutions helped achieve up to 10% reduction in food loss and a 20% increase in productivity with standardised food production processes, while lowered food risk with round- the-clock real-time monitoring.

團隊及智慧營運方案把食材製作標準化，助減少高達10%食材損耗，並提升 20%生產效能，亦能全天候實時監控環境、減低食安風險。

Background

Operating over 550 dining outlets in Hong Kong, Mainland China and Macau, Café de Coral (CdC) Group runs 4 main business lines: quick-service restaurants, casual dining, institutional catering and food processing, which includes a 4 ISO-certified food processing plants, providing quality food to hundreds of thousands of Hongkongersevery day.

In its 2023/24 Sustainability Report, the Group announced the achievement of its targets ahead of schedule, in terms of energy consumption, greenhouse gas emissions, water usage and food waste. For example, energy consumption has decreased by over 26% compared to the previous baseline, whereas remarkable progress has been made in food waste reduction, with a reduction of 31% which has exceeded the 27% target.
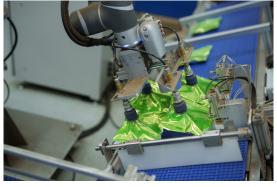
By closely monitoring the use of resources and enhancing efficiency with advanced technologies and optimised procedures, the Group has worked tirelessly towards lowering emissions, energy use, food loss, etc. adhering to industry standards. CdC also commissioned GS1 HK's Smart Service team to review production process and share industry standards, hoping to enhance digitalisation and best practice implementation.

背景

在中港澳擁有超過550間分店的大家樂集團，業務範圍涵蓋速食餐飲、休閒餐飲、機構飲食，並設4所獲ISO國際認證的食物產製廠房，經營食物產製及加工食品業務，每日為數十萬港人提供各式美食。

集團在 23/24 年度可持續發展報告中，宣佈在節能、節水、減排及減少廚餘 4 個領域，均較原定計劃提前實現預期目標，例如能源消耗相比過往基準減少超過26%，而減少廚餘的進展更強勁，廚餘密度累減31%、比承諾減幅多27%。

集團嚴謹管理和持續優化資源使用，並通過採用先進技術和優化營運流程，使營運效率不斷提升，都有助大力推動低碳節能、減食材損耗等良好營運作業。集團於期內委託 GS1 HK專業服務團隊，審視流程及提出標準化流程指引，推動數碼化升級，助實踐最佳營運。

Solution – Smart Services Team & Smart Operations

Upon analysing the processes together, CdC and GS1 HK team found that little was known of the yield, bone and fat content in each incoming delivery, because the chunks of meat and the processed products had not been properly measured. This could potentially lead to food loss and increased costs, while the team finds it hard to assess the quality of foodstuff from suppliers.

After visiting the plant on-site, the GS1 HK team recommended that e-forms, electronic scales, and a customised dashboard to be used on the pork chop and wonton production lines in the central food processing unit. This would allow staff to accurately record from different suppliers the total yield of a chunk of meat (for main courses), the offcuts (for minced meat), the by-products (for making soups), and the wastage.

Procurement staff would then be able to determine if the foods can be fully utilised and are of good quality, ensuring minimum wastage. This would also help evaluate suppliers: if a particular batch of meat shows excessive wastage or by-products, the supplier will be called upon to work out a solution.

方案－「智營」團隊及「智營」方案

經大家樂與 GS1 HK 團隊共同分析後，發現以往在生產過程中，未能有效記錄肉類原料與成品的比例，如每件來貨多骨少骨、較肥或較瘦等，有機會導致食材浪費及成本增加，亦無法準確評價供應商來貨質素。

GS1 HK 團隊在考察廠房後，建議在中央產製廠房的豬扒及雲吞生產線上，應用電子表格、電子磅及專門設計的儀表板 (dashboard)，讓員工就不同供應商的每批肉排，準確記錄切出來的成品總量(用作主食)、下欄(頭尾剩肉)、副產品(用作煲湯等)、損耗(棄掉部份)等，採購人員便能得悉食材質素是否在正常水平，盡用食材、減省浪費。這亦有助監管供應商，若批次出現較多損耗或副產品，便需與供應商磋商解決。

Better Use of Resources and Enhanced Management

Previously, the production line managers would only become aware of the output volume later in the day, as they do not know the production progress in real-time. Now, they can know if production is falling behind schedule and take action, such as deploying additional staff, because of real-time visibility. By tracking the employees' daily productivity (e.g. making 1,000 wontons per day), the supervisors can have immediate insight into individual progress, enabling more flexible staff arrangement and management.

Results: Up to 10% Loss Reduction, 20% Efficiency Gain

These measures has helped reduce food loss by 5-10%, which is key to the CdC Group as it produces hundreds of thousands of meals each day, culminating small savings to substantial wastage reduction. The company estimates a roughly 20% increase in efficiency of the production lines, bringing in considerable cost-cut and productivity. The measures also allow for more accurate assessment of each supplier's quality, ensuring consistent quality that meets customer expectations.

Monitoring Temperature and Humidity to Ensure Food Safety

Staff used to visit the walk-in freezers on different floors regularly at the CdC headquarters building, to manually record temperature and humidity levels to ensure food quality. Following GS1 HK's recommendation, the Group installed sensors that not only record data but also upload the data in real-time to GS1 HK's ezTRACK traceability cloud platform. If any anomaly occurs, such as a freezer door was left open causing temperature upsurge, the system immediately issues an alert to the personnel, mitigating the risk of food spoilage and keep the foods safe.

By monitoring the environmental data at all times, the solution helps reduce energy consumption and promotes greener operations. It eliminates the need for manual check and record 3 times a day, and supports compiling report of all temperature and humidity data from the freezers, which saves about 30 minutes of labor each day. The company is able to comply with the reporting requirements for food warehouse storage, which is one of the quality standards required by the likes of ISO 22000.

善用資源 加強管理

過往管理人員未能掌握即時生產進度,至較晚時間才知道成品產量情況;現時管理者能掌握即時生產進度,若發現生產不符每日預期進度,便有機會要加派人手。透過記錄每位員工的每日生產力(如每日1000粒雲吞),管理者便可即時知悉員工生產進度,從而靈活調配人員,優化人力資源運用。

成效:減達1成損耗 增2成效能

措施推行至今已減少5-10%的食材耗費,這對於每日生產數十萬個餐的大家樂集團而言非常重要,在積少成多之下減省了許多浪費;同時在降低成本、提升生產力等方面都大有幫助:公司估算該些生產線效能增加約2成,更能準確評估每家供應商質量,讓餐點品質達一致水平,滿足顧客期望。

監測溫度濕度 保障食安

過往員工每天需定時到在大家樂總部大樓不同樓層的凍庫,記錄倉庫的溫度濕度,以確保食品質素。現時集團採納了 GS1 HK 建議,安裝物聯網傳感器(IoT sensor),記錄數據之餘亦即時上傳至 GS1 HK 的追蹤溯源雲平台「蹤橫網」(ezTRACK),若有異常情況、如凍倉櫃門沒關好令溫度上升,系統便會發出警報即時通知負責人員處理,減低食品變壞風險、保障食安。

系統時刻監察環境數據,有助減少能源消耗,推動綠色營運。方案同時節省人手每日3次巡查記錄的時間,更能自動將所有凍庫溫度濕度數據整合成報告,不像以往需員工人手製作每日報告,估算每日節省約30分鐘工時,讓管理人員輕易配合ISO 22000等質量標準對食品儲存倉庫環境記錄的要求。

> " Café de Coral is committed to excellence beyond high-quality food and services, we are also keen to connect with our staff, customers and the wider community, and contribute to the green causes. With the use of GS1 HK's Smart Operations solution, we see multiple benefits that meets our objectives: besides ensuring consistent product quality, it also enhances staff efficiency, supports our environmental targets and drives us forward.
>
> 大家樂一直力求卓越,在提供優質食品及服務之餘,同時積極促進與員工、顧客以至整個社區的溝通,並為保護環境出一分力。GS1 HK 的智慧營運方案的效益與我們目標相似,既有助確保產品水平高質一致,亦助員工提升效率及幫我們履行綠色責任,帶來多重效益、推動發展。"

Ms. Piony Leung, CEO
首席執行官 梁可婷女士

Benefits	效益

By working with GS1 HK Smart Service team and adopting "Smart Operations", CdC can achieve:

大家樂集團與 GS1 HK「智營」團隊推行的方案帶來：

	Up to 10% reduction in food loss with standardised food production processes	食材製作標準化，助減少高達10%食材損耗
	A 20% increase in productivity through enhanced documentation	生產力增加20%效能
	24/7 real-time environmental monitoring that ensures food safety	全天候實時監控環境、維護食安

❝ Data is the key to today's supply chain. It supports our daily operations, gauges our Group's business and sustainability goals, allowing us to respond effectively to market needs. By quantifying and recording productivity, ingredient usage, and environmental data through GS1 HK's Smart Operations solution, we see tangible results and the positive changes made. This data-driven approach is core to optimising our operations, ensuring food safety and driving sustainable development.

現今供應鏈講求數據，不但能帶動日常運作，亦配合集團業務及可持續發展目標、回應市場需求。透過 GS1 HK 的智慧營運方案將生產力、食材用量、環境數據等量化記錄，讓我們能更準確知道方案實施前後的對比，是達致最佳營運管理、保障食品安全、推動可持續發展的基礎。❞

Mr. Ivan Ng, General Manager (Supply Chain)
總經理(供應鏈) 吳子超先生

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

應用的GS1標準或方案/服務

- Smart Services team
- Smart Operations
- ezTRACK

- 智慧營運團隊
- 智慧營運方案
- 「蹤橫網」（ezTRACK）

About the company

公司簡介

Incorporated in 1968 and listed on the Hong Kong Stock Exchange since July 1986, Café de Coral Group is one of Asia's largest publicly-listed restaurant and catering groups. With deep roots in Hong Kong, the Group has established its position as a market leader in the fast food industry over the past 50 years.

大家樂集團於1968年註冊成立，並於1986年7月於香港聯交所上市，是亞洲最大的餐飲上市集團之一。集團紮根香港逾50年，於本地快餐市場穩佔領導地位。