**Introduction & Background**

Food Services (FS) uses a large amount of water daily. From food processing (washing of ingredients, thawing of food, etc.) to food production (cooking) and cleaning (equipment, crockery, kitchen, etc.). In FY 2016, FS used a total of 15,747 cu m of water.

**Aims**

The main aim of this Kaizen is to reduce water consumption in FS and thus contribute to lowering utility cost for KTPH.

**Methodology**

PDCA/PDSA methodology was used to identify areas for improvement. “Water recycling” initiatives is also in line with our efforts towards environmental sustainability.

During the assessment of the problem, we identified that there are opportunities to reduce and reuse water usage by using the SCAMPER techniques.

- **S – Substitute**
  Use a spray gun water hose instead of a knob-turning water hose

- **C – Combine**
  Chefs to carry out “spring cleaning” at their own sections to instill “less dirty, less washing” mentality

- **A – Adapt**
  Use water from vegetables/fruits washer and Bain Marie for the first wet wash in kitchen

- **M – Modify, Maximise or Minify**
  Ensure there is at least a 50% load in the dishwasher, instead of washing used crockeries immediately upon return

- **P – Put to other uses**
  Use water from vegetables/fruits washer to wash dirty crockery in the kitchen

- **E – Eliminate**
  Thaw manually to reduce running water from the tap, if possible

- **R – Reverse or Re-arrange**
  Rearrange the used crockeries to be washed in open-top washer if the load is little

Staff were brief on the project during roll call and feedback were collected bi-weekly to instill the sense of “ownership” in them.

**Results and Project Impact**

The result was evaluated using the consumption data retrieved from Facilities Management. A run chart was used to monitor the results. Based on the data, there was a reduction of 50% in water consumption from 2015 to 2018, amounting to a total average savings of $32,872.

**Sustainability & Follow-up**

To ensure sustainability, this process was implemented as part of the cleaners’ induction programme by our business partner (Clean Solutions). Posters had been displayed at work areas to remind staff on the good practices.

**Conclusion**

This Kaizen allows Food Services to have a lower operational cost by reducing water consumption. Staff are motivated to play a part in environmental sustainability. We also learned that while reviewing existing new processes, be bold to change the norm and look at the opportunities beyond the challenges.