

COOK



CHILL



SHARING ABOUT FOOD SUPPLY CHAIN

Singapore Healthcare Supply Chain Management Congress (SHSCMC)

Aug 2014

SATS - Our business

Food Solutions



Airline catering



Institutional catering



Food distribution and logistics



Airline linen laundry

Gateway Services



Passenger services and lounge management



Ramp and baggage handling



Airfreight handling and logistics



Aviation security



Cruise handling and terminal management



Largest inflight and institutional caterer

- 7 production facilities
- Over 40 international and award winning chefs
- More than 800 weekly inflight menu types, including special meals
- Team of dieticians and food technologists
- Highest standards of food hygiene and food safety



Tailor-made food solutions for varying customer needs

Range of offerings

Cook fresh



Cook chill



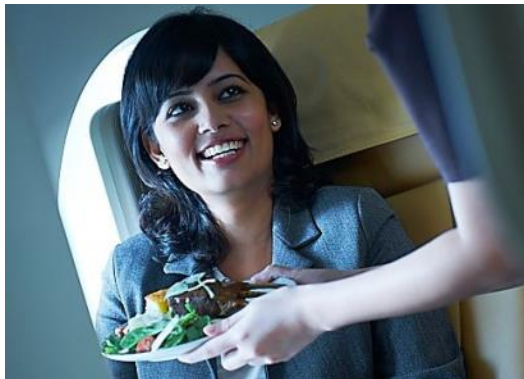
Cook freeze



Retort

Range of customers

Hospitality



Healthcare



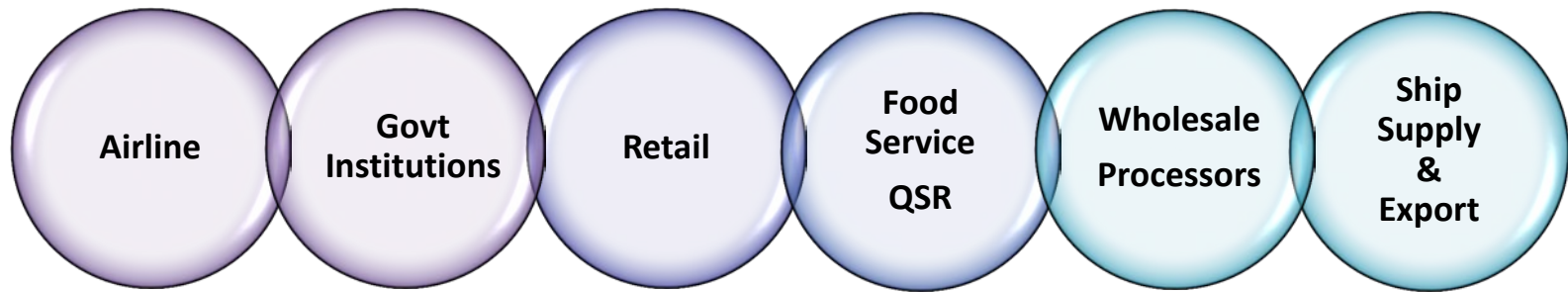
Education



Retailers



Multi – Channels & Complete Supply Chain



Halal Meat Processing

Meat Cutting

Product Capability:

- Beef/Veal, Lamb/Mutton, Chicken
- Steak portions, slices, cubes, minces, shabu-shabu/sukiyaki
- Chilled and frozen meat
- Tray-packed, bulk-packed, vacuum-packed



Meat Processing

Product Capability:

- Cooked & smoked goods ranging from sausages, ham, meat balls, meatloaf, patties, terrine, marinated meats & grillers etc.



Pork Processing

Abattoir

- We operate the sole Abattoir in Singapore
- Slaughtering live pigs from Indonesia daily



Pork Cutting

- Pork deboning & cutting plant extending from Abattoir operations
- Product Capability:
 - Chilled & frozen pork – carcass & primal cuts
 - Steak portions, slices, cubes, minces, shabu-shabu/sukiyaki
 - Thermoformed, tray-, bulk- or vacuum-packed



Fully Integrated & Supported by total ***cold-chain system*** for processing, storage & transportation of chilled & frozen pork

Fruits & Vegetable Processing

▪ Portion cuts – Fruits & Vegetables

- Automated processing lines
- Temperature-controlled environment
- Sanitized, cut and vacuum-packed to ensure freshness & taste quality

Fruit Cuts

- ❖ Chunk
- ❖ Wedges
- ❖ Individual or Mixed Portioning



Vegetable cuts

- ❖ Bulbs/Pods
- ❖ Roots & Tubers
- ❖ Lettuce
- ❖ Green Leafy



Retort Manufacturing

Largest retort production in Singapore

State-of-the-art retort plant

Best equipment from Japan & UK

Highly adaptable

ISO22000 & BRC certified

Capable of producing cooking sauces, desserts as well as ready-meals in pouch & tray formats



Warehousing & Food Distribution

One of the largest warehouse facilities in Singapore

- Dry, chiller, freezer & bonded storage
- Warehouse Management System



Distributes to hotels, supermarkets, foodservice outlets, ship chandlers & institutions

- Fleet of delivery vehicles covering average 650 drop points per day



Integrated Order Management System

- Order desk functions & CRM
- ERP Backbone



Challenges Encountered in the Food Supply Chain

Tackling Demand Distortion – Bullwhip Impact

- Too many food supply nodes in the supply chain increases variability. Resulting in data latency.
- Focus should be on better understanding of channel data and correcting for the lag times in data latency.

Collaboration Requires a Sustainable Proposition.

- Need to overcome the barriers for parties to come together for a joint outcome.



Creating Values in the New Food Supply Chain

Values and Benefits

- a. Reduce Complexity.
- b. Dynamically improve on Product Quality, Consistency Quality Assurance, Food Safety, Hygiene and Quality.
- c. Minimize wastage - 100%.
- d. Develop Just-In-Time raw material that aligns to production demands.
- e. Reduce manpower and optimize the skill sets + manning throughout the daily deployment.
- f. Reduce storage space for raw material.
- g. Increase yield, product consistency and hygiene. Raw material and products saving.

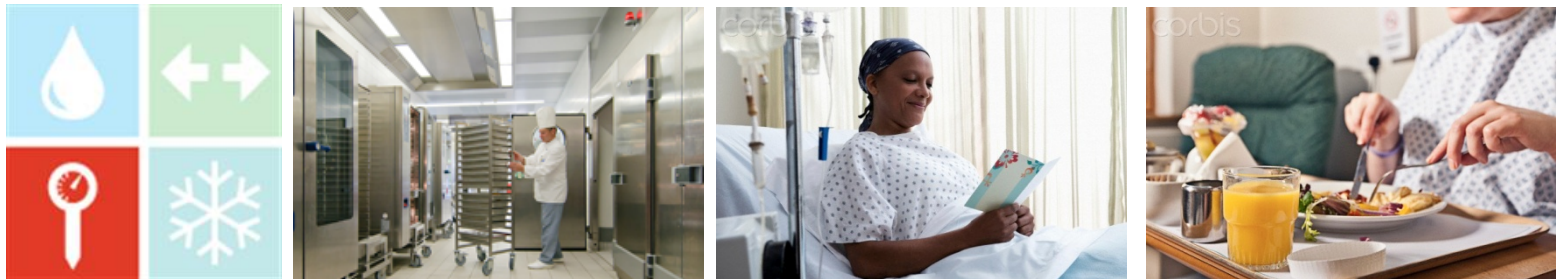
Proposed Concept to Healthcare Meal Catering

Current Model in Singapore – Decentralized

- Individually run on-site, either operated in-house or outsourced
- Mostly cook-fresh production
- Full catering team per hospital

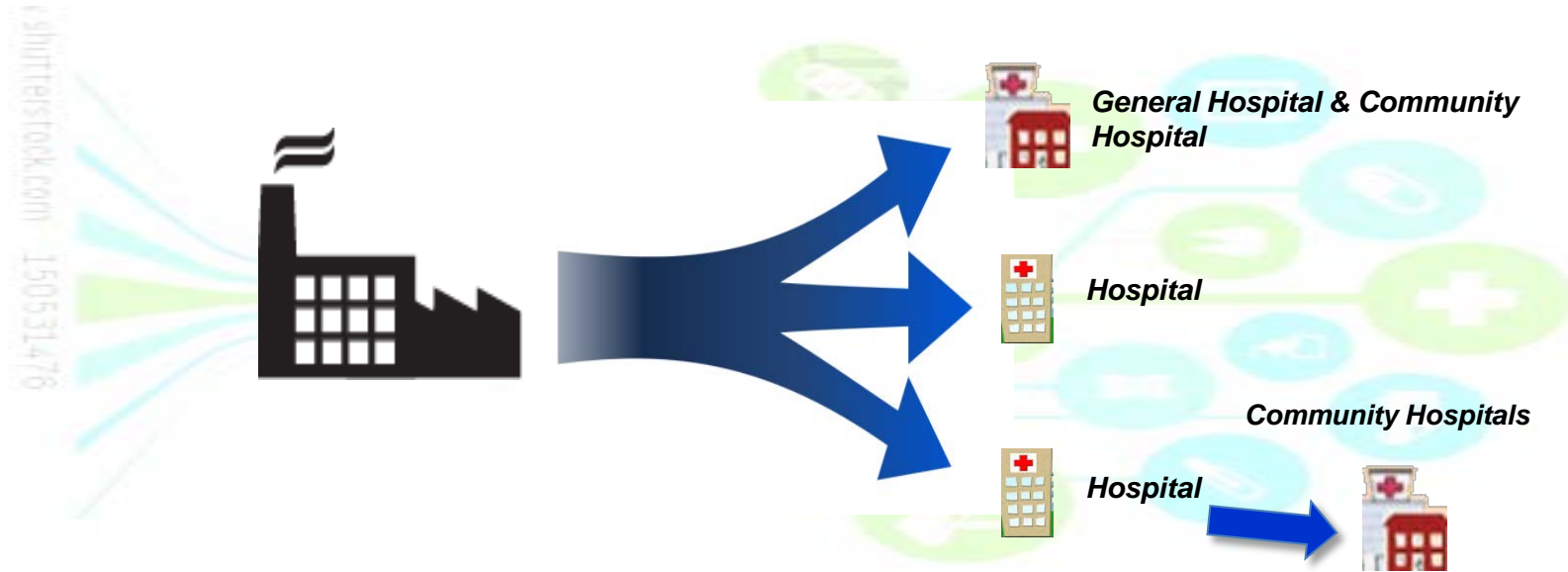
How other countries are doing

- **Consolidation of meal volumes** and **Central Production Units (CPUs)**
- Adopts **cook-chill** technology for higher efficiency & greater labour productivity
- CPU serving hospitals, nursing homes etc. within the cluster



A Review of the Food Supply Chain in Healthcare

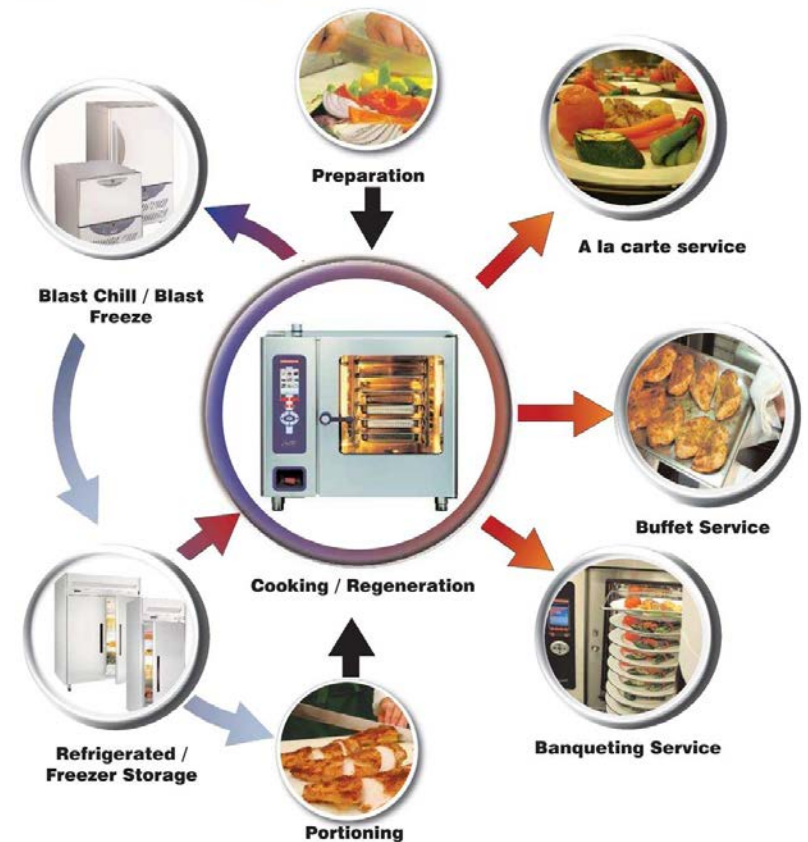
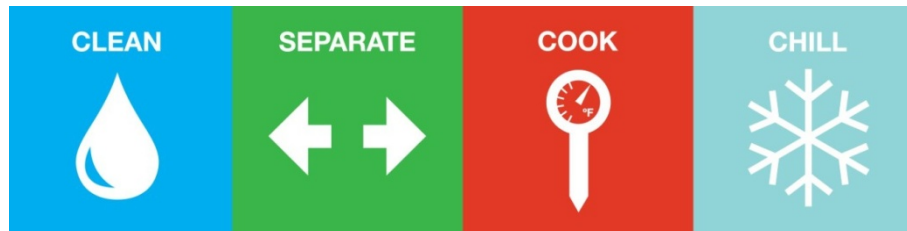
- **Leverage on central production facility**



The Simplicity of Central Cook Chill Production

▪ Increase productivity with Cook - Chill Central Production

- Reduce the manpower needed for Cooking.
- Reduce the manpower for Meal portioning.
- Supply Chain allows for system wide improvement in productivity



SATS's Food Supply Chain Management Value Proposition

1. Centrally synchronize all parties to meet customer's needs. These include (a) food suppliers (b) food manufacturers (c) food distributors (d) food service providers
2. Use technology to enable seamless information exchanges of food raw material and food services across the organization boundaries.
3. Forge closer relationships among all links in the food value chain.
4. Establish strong bonds of communication and trust among all food supply chain parties.



Partnering the Customer to Implement Food Supply Chain Management in 4 stages

Stage #1

- a. Seek to increase the level of trust among vital links in the food supply chain.
- b. Treat all as valuable food partners – not adversaries.
- c. Seek longer commitments with preferred food partners.

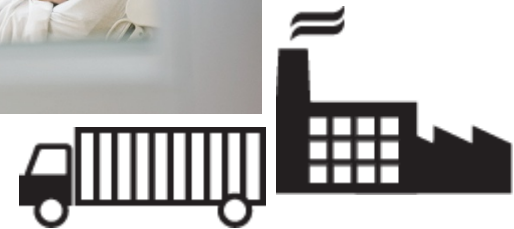


Partnering the Customer to Implement Food Supply Chain Management in 4 stages

Stage #2

Exchanging food supply chain information. Improve performance with all partners via

- a) up-to-date knowledge + forecast
- b) accurate food inventory,
production capacity + utilization and production schedule.



Partnering the Customer to Implement Food Supply Chain Management in 4 stages

Stage #3

Expand efforts to manage food supply chain as one overall process, rather than independent food related functions. Leverage on the core competencies of partners by:

- a. Automating information exchange.
- b. Processes and incentive systems.
- c. Eliminate unproductive activities.
- d. Improve forecasting.
- e. Reduce inventory control levels.
- f. Cut food production cycle time.
- g. Involves customers.



Partnering the Customer to Implement Food Supply Chain Management in 4 stages

Stage #4

- a. Identify and implement ideas to transform completely.
- b. Deliver customer value in unprecedented ways.



Thank You

