

Sun Fat Heung Food Products Ltd. 新佛香食品有限公司 (壹品豆品)

Doing More with Less Using Smart Operations

藉智慧營運讓工作事半功倍



About the Company 公司簡介

Founded in 1958, Sun Fat Heung Food Products Ltd. has been focusing on the soy industry in Hong Kong for more than 60 years. Branded Top Soya in the market, the company is committed to producing high quality soy products and insists on local daily production to ensure fresh products for consumers every day.

新佛香食品有限公司成立於1958年，60年來在香港專注豆品事業，經營自家的市場品牌「壹品豆品」，致力生產優質的豆製品，堅持每日香港新鮮製造，讓消費者每天都能享用新鮮的產品。

Background 背景

Following the advice from GS1 Hong Kong Smart Professional Service (SPS), Sun Fat Heung has gone through a painstaking but necessary transformation and process re-engineering to automate and streamline its supply chain. The company realised a fundamental uplift of operation efficiency, and profound savings in administrative cost and manpower. As business grows, they want to further strengthen their competitive edge by turning into a data-driven operation to make smarter business decisions faster, accelerating growth by ensuring better product quality and compliance level.

在香港貨品編碼協會旗下的智慧專業服務(SPS)團隊建議下，新佛香經歷了一場艱鉅但必須的轉型和業務流程重組，將流程自動化並提升供應鏈管理能力，讓公司可以徹底全面地提升營運效率、節省管理成本及人力資源。隨著業務增長，他們希望利用數據驅動營運以作出更明智、更快捷的商業決策，增強競爭優勢，同時透過加強產品質量和合規性加快公司增長。

“The digital transformation process has been tough but totally worth it, we gained much efficiency and made a lot of savings. We believe Smart Operations will take us even further and turn us into a modern, smart manufacturing plant, which not only revitalise our production, but also lead us into the future era of Industry 4.0.”

「推動數碼轉型的過程或許艱鉅，但能夠為我們提升效率並節省開支，一切都是值得的。我們深信智慧營運能夠讓公司更進一步，成為現代化、智慧生產的工場；不但革新我們的生產模式，更能引領公司投入工業4.0的未來世代。」



Mr. Jeff Law,
Managing Director
董事總經理 羅孟慶先生

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

- GS1 Hong Kong Smart Professional Services
- Smart Operations solution

應用的GS1標準或方案/服務

- GS1 Hong Kong 智慧專業服務
- 智慧營運解決方案



Solutions

The SPS team introduced Smart Operations to Sun Fat Heung and assisted its adoption with multiple applications along the production line. Sun Fat Heung is using video analytics and AI applications to capture production data, for example checking if expiry dates are clearly stamped on the bottle cap, or counting the number of different products manufactured, in order to automate product validation, SKU identification and ensure quality output. The processes were used to be done by staff manually, which was inefficient and sometimes produced inaccurate results, but has now improved significantly with **more than 30% operational efficiency gain**.

Smart sensors are installed in the production area to capture environmental index like temperature, humidity, air quality and noise, to safeguard product quality and occupational health. The record also helps production and management staff to better understand the utilization pattern of machines, manpower and power, so to establish benchmark and take preventive measures that can **minimize loss and reduce fault rate by 10%**. For instance, when high temperature is detected in the beverage storage, staff is alarmed to go check at once rather than afterwards. In addition, the IoT sensor helps improve the company's order fulfilment since production shrinkage is less likely to occur, helping to uplift customer satisfaction.

The outbreak of COVID-19 has given rise to remote work practice. The timing that Sun Fat Heung adopts smart operations cannot be more opportune, which helps them manage the key production processes remotely in real-time manner. GS1 Hong Kong's SPS designed an all-in-one dashboard, visually tracks and displays the process performance, discrepancy and environmental data points on the go, helping the company to turn messy data into straight-forward info for better analysis and proactively action before issues arise.

The first stage of the smart operations project provides confidence to Sun Fat Heung with actual results and benefits achieved. They are planning to expand the applications to other warehouses operations promising consistency across the company, equipping them with necessary knowledge in the digital era.

Benefits

GS1 Hong Kong's Smart Operations transform Sun Fat Heung business in terms of:

1. Improve product compliance and operational efficiency by >30% with automatic video analytics and AI technologies
2. Enhance product quality, reducing loss and fault rate by 10% with preventive measures
3. Improve order fulfillment by 1-2% and enhance real-time operation visibility using dashboard.

解決方案

SPS團隊將智慧營運的多項應用，引入新佛香多條生產線上。公司使用影像分析及人工智能以掌握生產數據，例如檢測瓶蓋上有否清楚標明有效日期、計算各種產品的生產數量，為產品進行自動驗證、統計單品數量，確保輸出質量。過往這工序需由員工人手處理，效率偏低之餘亦偶爾發生錯誤，而現時已大幅改善，**整體操作效率提升高了30%以上**。

公司在工場範圍安裝了智能感應器，以測量溫度、濕度、空氣質量和噪音等環境指標，確保產品質量及職業安全。數據記錄有助生產及管理人員更能掌握機器、人手和電力用量和模式，建立出基準和做好預防措施，**降低損失及減少故障率達10%**。例如當監察到飲品存庫溫度異常時，員工會獲警報提醒立即進行檢查而非留待例行檢查時間。此外，物聯網感應器有助公司加強訂單付運率，達成每日訂單目標，提升客戶滿意度。

疫情令遙距工作模式變得普及。新佛香因緣際會，正值運用智慧營運去遙距管理其關鍵生產流程，獲取實時資訊。SPS為公司制作出綜合圖表，讓用戶可以隨時隨地取得即時業務營運資訊，以圖像化追蹤及展示重要生產流程的效能和表現，其中問題和環境數據資料，將雜亂資訊整理後簡潔列出，有助公司更進行分析，並在發生事故前已經能夠及早採取行動。

智慧營運的首階段項目為公司帶來實質結果、提升優勢，讓他們更有信心。他們打算擴展到其他倉庫運作，確保公司運作一致，讓他們在數碼時代穩操勝券。

效益

香港貨品編碼協會的智慧營運解決方案為新佛香帶來業務轉型，範疇包括：

1. 透過自動化的影像分析及人工智能科技，提升>30%以上營運效率，改善產品合規管理；
2. 推行多種預防措施，將損失及故障率降低10%，加強產品質量；
3. 提高訂單付運率1-2%，以綜合圖表增加營運狀況的透明度。

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