

FIRST ONSITE CENTRALISED DISHWASHING FACILITY BOOSTS F&B OUTLETS' PRODUCTIVITY

The National Productivity Council (NPC) Chairman, Deputy Prime Minister and Coordinating Minister for Economic and Social Policies Tharman Shanmugaratnam, visited Singapore's first onsite centralised dishwashing facility located at IMM Building today. It has the capacity to consolidate dishwashing for 70 to 100 F&B outlets, resulting in improved productivity and efficiency.

Centralised dishwashing: Transforming F&B processes and jobs

2 Occupying 7,000 square feet, the centralised dishwashing facility has seven automated dishwashing lines, including a dedicated line to serve Halal eateries. Currently, six F&B tenants at IMM and 13 F&B operators in surrounding malls, including Westgate, JCube and The Star Vista, are tapping on the centralised dishwashing services.

3 With this service, participating F&B outlets enjoy substantial productivity and manpower savings of between 50 to 80 per cent in man hours, and they may no longer have to hire any dishwashing staff. Meanwhile, outlets with existing dishwashing staff can redeploy them to other higher-value roles. At Lian Peng Bak Kut Teh at IMM, for example, staff can focus on providing customer service and food preparation. The restaurant also increased its seating capacity by 10%, using the space previously allocated for dishwashing.

4 The manual dishwashing process has also been transformed with the use of industrial-grade, high capacity automated equipment at centralised dishwashing facilities. F&B outlets enjoy economies of scale by sharing the use of these dishwashing machines. Workers are upskilled too, as they move from doing repetitive and mundane dishwashing tasks to operating automated equipment and taking on quality control duties.

First onsite centralised dishwashing facility

5 Until now, centralised dishwashing facilities in Singapore were typically located in areas like Senoko, Tai Seng and Kaki Bukit, away from most F&B outlets. In March

2015, dishwashing services provider, GreatSolutions, in collaboration with CapitaLand Mall Asia and supported by SPRING Singapore, Urban Redevelopment Authority (URA), National Environment Agency (NEA) and the Employment and Employability Institute (e2i), set up the first onsite facility at IMM.

6 Compared to offsite dishwashing facilities, the IMM facility has enabled participating F&B outlets to halve their logistics costs and crockery breakage with the shorter transportation distances, while ensuring a more frequent supply of clean crockery. GreatSolutions is able to seamlessly complete four collections and returns a day to IMM tenants and three daily trips to F&B customers in surrounding areas, an increase from the two daily trips made from its offsite dishwashing plant at Senoko to its F&B customers located islandwide.

7 Moving forward, SPRING will continue to work closely with service providers and F&B and mall operators to set up more onsite centralised dishwashing models in malls, as well as build up the capabilities of service providers and support F&B outlets to adopt centralised dishwashing.

Factsheet on Centralised dishwashing

National Productivity Council

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About the National Productivity Council (NPC)

The National Productivity Council (NPC) comprises representatives from the public and private sector as well as the unions. Chaired by Deputy Prime Minister Tharman Shanmugaratnam, the NPC oversees and drives national productivity efforts, so as to achieve a productivity growth of 2 to 3 per cent per annum (2009 to 2019). It adopts a two-pronged approach by developing sector-specific productivity improvement strategies, and supporting broad capabilities and programmes across all sectors. The Council oversees the work of the different government agencies and promotes close collaboration between the private and public sectors in order to entrench a strong productivity culture in Singapore.

ANNEX A: QUOTES FROM PARTICIPATING ORGANISATIONS

Mrs Kee Ai Nah, Group Director (Industry & Enterprise Group), SPRING Singapore

“Centralised dishwashing has proven to be a viable, effective solution to the F&B sector’s manpower challenges. We are pleased to have supported GreatSolutions’ successful establishment of the first onsite dishwashing facility in a shopping mall, and we will continue to work closely with service providers and F&B and mall operators to proliferate this concept islandwide.”

Mr Gilbert Tan, CEO, e2i

“e2i has been working closely with various partners including the Government and industry players to explore and encourage the implementation of centralised dishwashing. Not only does centralised dishwashing address manpower and productivity challenges, it also makes the cleaners’ jobs easier, smarter and safer. It has transformed the way F&B and cleaning businesses operate, and benefits the entire value chain from the mall operators to the F&B establishments, cleaning service providers, and most importantly the workers.”

Mr Pang Pok, Managing Director, GreatSolutions

“Centralised dishwashing is a long term solution to the manpower constraints faced by the F&B sector. Our customers have enjoyed savings in costs and manpower since adopting our service. We are glad to find a partner in CapitaLand to set up a centralised dishwashing facility in a convenient and accessible location such as IMM, with the support of the Government agencies involved. Being located near the F&B outlets we serve enables us to make more frequent deliveries to our customers, which, in turn, increases the economies of scale to make our service even more cost-effective.”

Mr Jason Leow, Chief Executive Officer, CapitaLand Mall Asia

“As Singapore’s largest owner and manager of shopping malls, we are constantly thinking of ways to add value to our tenants and help them do better business. The centralised dishwashing facility in IMM provides a long term solution that helps our F&B tenants reduce their reliance on manpower. In addition, between 15 and 20 per cent of their kitchen space usually set aside for dishwashing activities can now also be put to more productive use. We will continue to work closely with our tenants to find new ways that can help to raise their competitiveness and productivity.”

Ms Elaine Yap, Owner, Lian Peng Bak Kut Teh

“I was attracted to set up my first restaurant at IMM partly because of the onsite centralised dishwashing facility here, which greatly helped to streamline the manpower required in the kitchen. By doing away with the in-house dishwashing equipment that would have occupied about 15% of the kitchen space, I was able to use our outlet

space more efficiently and increase the restaurant's seating capacity by 10%. We can thus accommodate more customers, especially during peak hours."