

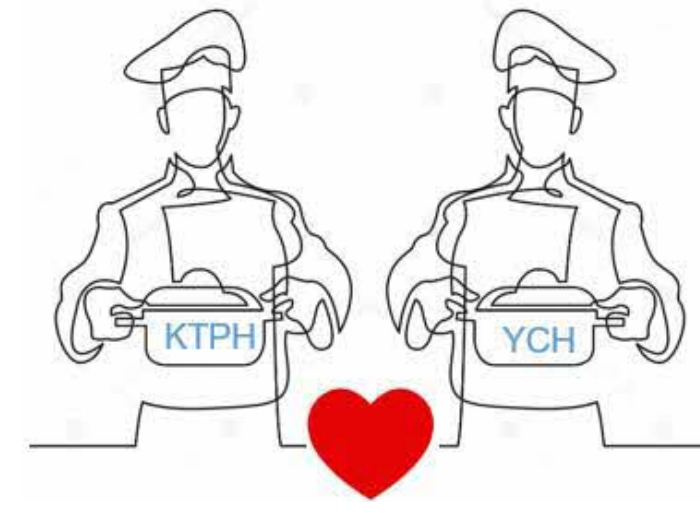
# One Kitchen, One Culinary Experience

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<sup>1</sup>Food Services

Khoo Teck Puat Hospital / Yishun Community Hospital

## Aim

To drive operational efficiency and financial sustainability by streamlining KTPH and YCH Food Services Department into one optimized kitchen operation.



## Background

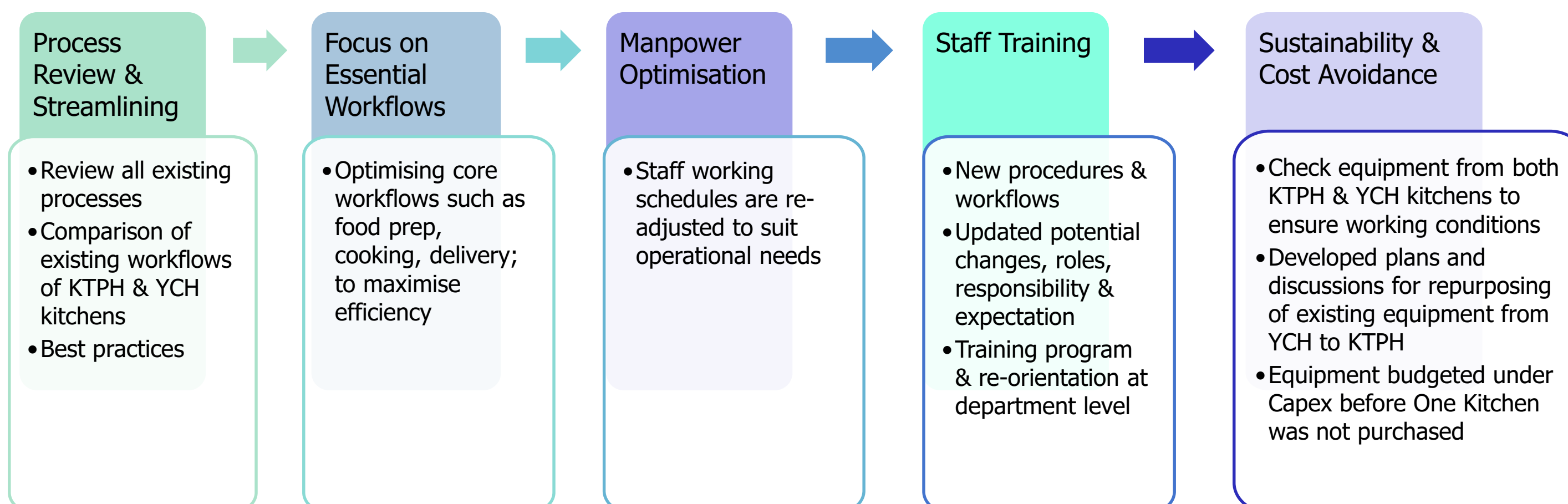
Following the establishment of KTPH and YCH, Food Services operated across two distinct institutions, necessitating separate production teams and resulting in varied inpatient menus. This led to reported inconsistencies in menu offerings and taste.

In April 2024, the KTPH and YCH Food Services production teams consolidated into a single kitchen, streamlining processes and reducing manpower, food costs, and overall expenditure. This integration ensures consistent menu items and taste profiles, thereby enhancing patient experience during transfers between the two institutions.

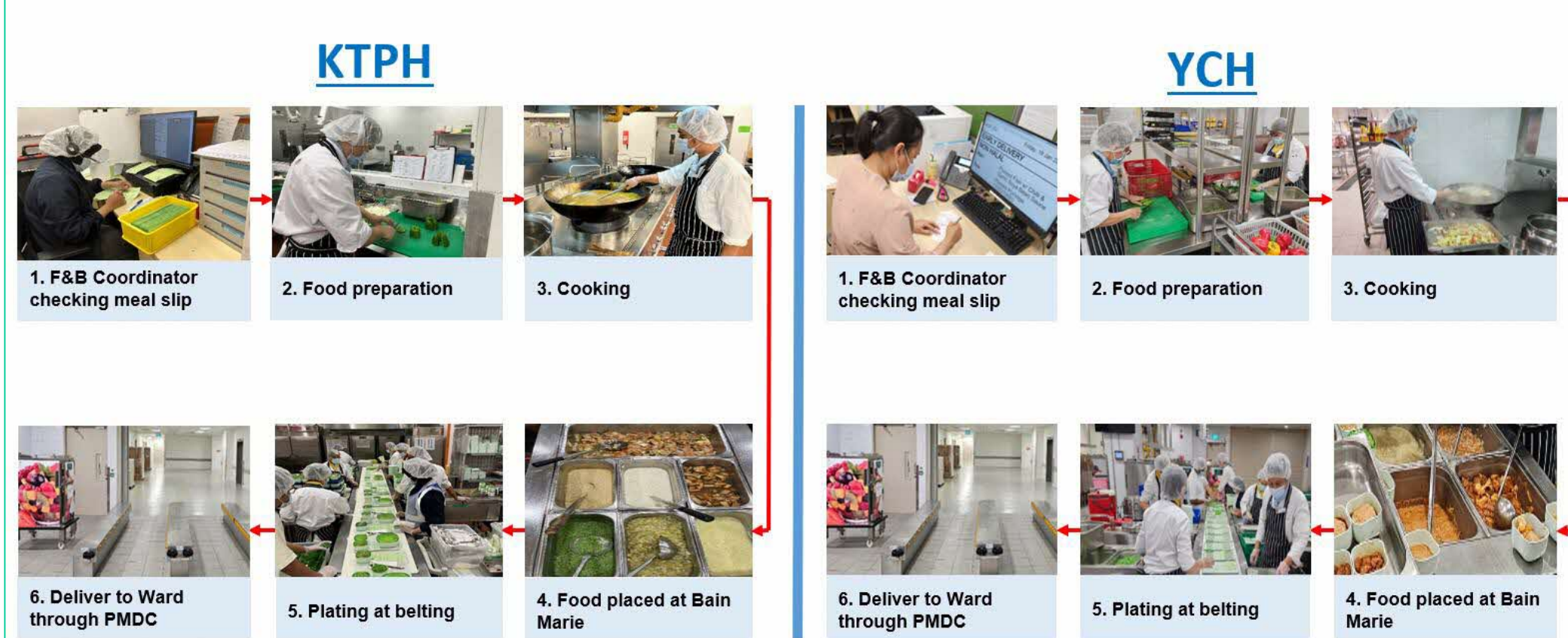
## Team Members

Name	Designation	Department
Shue Baozhu	Executive	Food Services
Nge Aik Tee	Executive Chef	Food Services
Puah Hong Lam	Executive Sous Chef	Food Services
Rachael Sim	Senior Executive	Food Services
Muazzin Shah	Sous Chef	Food Services
Pay Jun Loong	Chef De Partie	Food Services
Noorianti Bari	Senior F&B Assistant	Food Services
Olarte Rosebelle G.	F&B Assistant	Food Services
Liyana Ludylyn Dijan	Executive Assistant	Food Services

## Interventions / Implementation



### Process Flow – As Is



### Process Flow To Be – Centralized Cooking



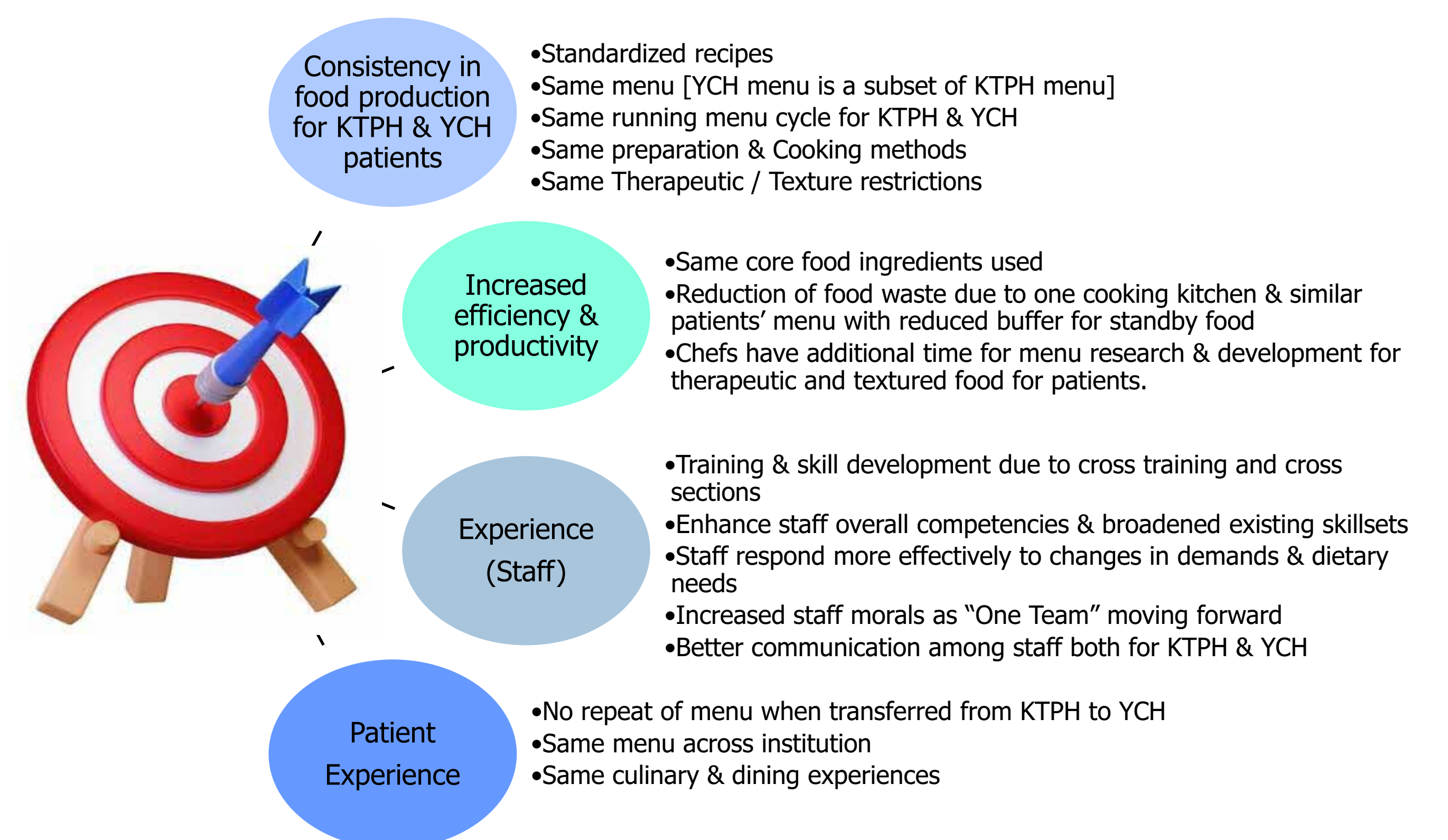
## Onward 2026

This One Kitchen project directly supports Onwards 2026's strategic "Operational Resilience" goal by:

- Improving Operation Efficiency;
  - Centralizing production kitchen operations reduces overall manpower FTE and costs (six fewer cleaning FTE). This contributes to efficient resource allocation and financial sustainability.
- Reduction of standby food buffer and food waste;
  - Eliminating duplicate processes and optimizing equipment use, significantly reduces total expenditure, aligning with the hospital's cost-minimization objective.
- Enhancing operational resilience;
  - Streamlined operations create a more robust and resilient Food Services Department, better equipped to handle unexpected challenges and maintain consistency in food and service delivery.

## Results & Outcomes

Result	Description	Estimated Saving (Annually)
<b>FTE Reduction</b>	Reduction of 10 FTE	\$501,149.88
<b>Elimination of process</b>	Microbial testing (YCH)	\$12,472.00
<b>Standby Food Buffer Reduction</b>	Potential reduction from 10% to 7%	\$8,000.00
<b>Cleaning Cost Avoidance</b>	Cost avoidance for cleaning contract	\$234,000.00
<b>Avoid Capex spending</b>	Tilting boiling kettle (150L)	\$50,700.00
<b>Total</b>		<b>\$806,321.88</b>



## Conclusion

One Kitchen's streamlined approach to department's operations has yielded **positive results**. By analysing existing processes, focusing on essential workflows and eliminating redundancies, Food Services has achieved a significant **cost avoidance** of **\$806,321.88** per year.



This accomplishment demonstrates the potential for creating a more **sustainable** and **cost-effective** food service operation which contributed to a more **resilient** and **sustainable workforce**.

**\$806,321.88**