

# Cathay leaned

## Less catering waste



Tony Tsang, Sous Chef on the Cathay Pacific Catering Services top up production line, has introduced a mechanism to prevent excess meals being delivered to flights.

### **The problem**

More meals were being uplifted than required, which has an impact on cost.

### **What was the process before?**

The top up team fulfils additional meal requests from the airport after the main meal production has been completed. Previously

we sent out extra meals with a meal order, but now we use live data on passenger loads.

### **How did the Lean team help?**

I worked with the team to standardise the work practice for top-up meal requests.

### **The results**

Between November 2017 and February 2018, 34,000 meals that would otherwise have been wasted were not sent to Cathay Pacific flights.

# Meals on wings

Last year, the Cathay Pacific Catering Services team delivered more than 30 million fresh meals on board for Cathay Pacific and other airlines. How do they do it?



**EVERY DAY, CATHAY** Pacific Catering Services (CPCS) creates more than 83,000 meals for an average of 205 daily flights from Hong Kong. The wholly owned subsidiary of Cathay Pacific is based at Hong Kong International Airport. Last year the CPCS facility was expanded, allowing production capacity to increase from 100,000

meals a day to 140,000, which led to a new record for the number of meals produced in one day – 101,791 on 23 December.

With so many meal trays going out the door in 24 hours, the catering group has logistics down to a fine art. Here's the run down, from kitchen to tray table.

- 1 72 hours before the flight departs the initial meal order, including any special meals, is sent to CPCS through the Catering Planner.



- 4 The completed meal carts reach the outbound area, and are stored in the dispatch cold rooms and checked by CPCS Catering Coordinators. They then become "cold soak".

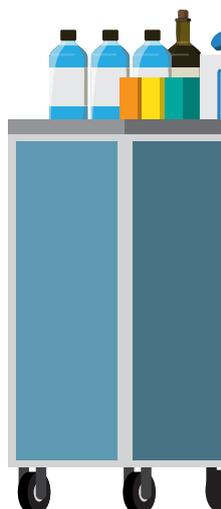
- 5 The meals are transferred to the aircraft by refrigerated trucks, just in time for departure.



- 6 It takes 12 to 15 minutes to transfer meal carts and other amenities to the aircraft, depending on the location of the boarding gates and traffic conditions at the apron.

- 7 CPCS supplies additional/top-up meals for last-minute passengers ("go shows"), which are delivered separately.

- 8 Two to three trucks are needed to serve each aircraft. Once the trucks arrive at the aircraft, the meals and amenity carts are taken out and cold appetisers are stored in the fridges. Hot meals are reheated before being served to the passengers by cabin crew.



- 2 The passenger number (load factor) is continually updated until the check-in counter is closed on the departure date, and the passenger list is finalised.

- 3 Special meals and the standard meal trays are prepared at the same time at our CPCS facility and stored in meal carts.



Dining in  
An inflight  
meal on  
Cathay Pacific

- 9 Every year, a massive 22 million meals are served on our flights, and on each long haul flight we can expect to serve 86 cans of mixers, 109 bottles of wine, 80 cans of beer and 363 bottles of juice, soft drink and water. Bon appetit!