

Tai Hing launches IPL HRIS To Promote HR Management Efficiency and Group Business Development

"Tai Hing has expanded its workforce considerably in these past two years, with the introduction of IPL HRIS, as well as the HRIS-Attendance and iAttendance modules, payroll processing time has been reduced and accuracy improved."

Christine Li Lai-ye
Deputy Director, Human Resources
Tai Hing Catering Group



Company Profile

Tai Hing Catering Group is one of the largest restaurant chains in Hong Kong, with 9 major brands operating at around 60 branches in Hong Kong and Mainland. The company currently employs over 1,700 staff in Hong Kong.

Business Overview

Christine Li Lai-ye, Tai Hing's Human Resources Deputy Director, said, "The mobility of workers in Hong Kong's catering industry has always been high. Given the variety of subsidies and the complexity in such payroll computation, the HR system poses its challenges.

In the past, even with the aid of computers, the group required several weeks to complete the payroll process. Christine sought to come up with a payroll management system that will fit the needs of Hong Kong's catering industry. In 2009, she came across IPL HRIS and upon review, considered it appropriate for the requirements of the company. In mid-2010, foreseeing the provision of minimum wage rates in Hong Kong, plans were made to put into place the two systems: HRIS-Attendance and iAttendance, in lieu of manual timesheets used in the old days. By the end of 2010, the company has launched the systems in half-year successfully.

Professional Team to Understand Clients' Needs

"Given the IPL team's high professionalism and its competency in compiling comprehensive clientele requirement documents before actual deployment, with detailed execution and scenario assumptions, the implementation was highly successful. Colleagues from IPL offered their technical expertise and helped us to analyse the trends in HR development, such as the onset of minimum wages. Their advice has been tremendously helpful in meeting our future needs."

Christine also appreciated the flexibility offered by the system design, its customised itemisation and calculation methods, which address

the variety and complexity of payroll used in Hong Kong's catering industry. More importantly, the system allows Tai Hing to adopt automation in payroll calculation.

The successful launch of Phase I in 2009, combined with consideration of minimum wage rate and its impact, led to Phase II in 2010, with HRIS-Attendance and iAttendance modules added.

HR Management Advances

Tai Hing used to collect timesheet records from branches each month, which involved substantial logistics before and after. The computation, lasting for weeks, was subject to human errors. The group has seen an increase in workforce from 800 to 1,700 from 2008 to 2011. With the launch of HRIS, the HR division had only recruited few staff members. The payroll processing time has been dramatically reduced, saving on the costs in delivering timesheets from outlets to the HR Department. This also improved the accuracy in records. Furthermore, the senior management can now real-time inspect progress across branches.

Online Trend

"As recommended by our industry peers, I also highly encourage other companies in the sector to adopt IPL HRIS, setting a common consensus in the industry." Christine would give a score of 8 out of 10 to IPL, affirming its outstanding achievement.

With minimum wage levels coming into effect in Hong Kong in 2011, the daily and monthly wages adopted by many businesses have changed to hourly wages. Tai Hing has also followed and will work with IPL to re-adjust the payroll management system. The company plans to promote HRIS to its Mainland branches. In the long term, HRIS is set to reduce the payroll management work, helping HR Department to implement more macro changes in line with the group's strategic development. ■

「過去兩年多，太興僱員人數增加逾倍，但人力資源部的編制僅增加了一名，而運算薪資的時間卻大大縮減，兼且計算準確接近完美。這全賴 IPL HRIS(人力資源系統)和 HRIS-Attendance 及 iAttendance (考勤管理系統) 模塊的幫助。」

李麗儀
太興飲食集團
人力資源部副總監



公司簡介

太興飲食集團(「太興」)為全港最大連鎖港式餐廳集團之一，計劃到 2011 年底，集團在香港和內地將分別經營九大品牌約 60 家分店，其中內地分店有 10 家，員工於香港超過 1,700 人。

業務概況

太興人力資源部副總監李麗儀表示，香港飲食行業的人員流動率高，而且各種津貼項目又多，薪酬計算十分複雜，一般人力資源系統難以應付。

過去集團人力資源部即使在電腦協助下，每月仍要花整個星期時間來計算薪資。為此她一直努力尋找切合香港飲食業需求的薪酬管理系統，直至 2009 年有機會觀摩上市同業的 IPL HRIS，詳細考察發現完全滿足需求，因此與 IPL 接洽採用。到 2010 年年中，預見香港訂立最低工資的趨勢，再部署 HRIS-Attendance 及 iAttendance 模塊取代舊有的打咭系統。集團於半年內成功完成考勤管理系統，於 2010 年年底於香港約 45 間分店實行全電腦化考勤系統。

了解客戶實際需要的專業團隊

「IPL 表現極度專業，部署方案前已預備好近百頁的用戶要求文件，詳列每項細節，完全掌握各種可能出現的狀況，結果不用兩個月便按部就班順利實施 HRIS。期間 IPL 人員不單提供技術意見，更協助我們分析人力資源管理趨勢，例如最低工資法案走向等，給予專業顧問意見，對我們構思未來發展大有幫助。」

李麗儀又欣賞 HRIS 薪酬管理設計極具彈性，可自行設定項目和計算方式，完全體貼香港飲食業薪酬變項多、計算方法複雜的特點，讓太興終於可將薪酬管理自動化。

由於 2009 年第一期計劃效果理想，加上考慮到法訂最低工資的影響，因此於 2010 隨即展開第二期計劃，加配 HRIS-Attendance 及 iAttendance 模塊。

人力資源管理質與量的大躍進

過去太興單單每月收集各分店打工咭計算薪酬，事前事後先牽涉大量物流工作，計算往往費時整星期，且很難避免人手錯誤。在 2008 年至 2010 年短短兩年時間集團人手由約 800 人倍增至接近 1,700 人，但在實施 HRIS 後，但人力資源部門僅增添了有限的人手。且運算時間大幅壓縮，省卻了過去每月運送打工咭往返人力資源部和各分店之間的繁複工序，準確性更大幅提高，且幾乎全部與計算錯誤無關。透過考勤管理系統，管理層可隨時了解各區考察經理巡視分店的狀況，而數據亦可實時提供，無需等到月結報表完成。

網絡服務大趨勢

「正如友好同業的推介給我信心採用 IPL HRIS，如今太興親身試用後，我也常向其他友好同業推介該系統，盼能成為業界的共同默契。」如以 10 分為滿分，李麗儀表示 IPL 至今的表現高達 8 分，成績卓越。

2011 年香港最低工資立法，工資計算由不少商界多年習慣的日薪、月薪等，一律改以時薪為標準。太興一如其他同業，須與 IPL 合作重新調整薪酬管理系統配合。未來，他們計劃將 HRIS 推廣至內地分店。長遠而言，HRIS 有效省減日常薪酬管理工作，人力資源部將可作更宏觀規劃，配合集團的發展策略。 ■