

Merit Award – LF Logistics (Hong Kong) Limited 優異獎 – 利豐物流(香港)有限公司

Report from the Board of Examiners

Under Li & Fung Limited, LF Logistics (Hong Kong) Limited is a leading logistics services provider specializing in footwear and apparel, fast-moving consumer goods, food and beverage, retail, electronics and healthcare. LF Logistics is committed to delivering fast, reliable and cost-effective logistics solutions to their customers.

Senior leaders have a clear focus of action on three strategic priorities: speed, innovation and digitalization for the development of their supply chain in future. The company is aiming to facilitate customers to move fast and adapting to the fast-changing environment in the digital economy. The company's strategy comprises four pillars which are strongly linked to sustainability: Supply Chain Sustainability, Engaging Our People, Engaging Our Community and Managing Our Footprint. They are closely related to the contribution to the well-being of environmental, social and economic aspects of the community. LF Logistics has clear organizational values for all levels of staff. To support the implementation of business strategies, it has devised the "CERT" People First Strategy focusing on four main areas including Culture & Values, Engagement, Retention and Talent. It serves as clear guidelines for the future people development. The company also leverages Fung Academy to cultivate talent, accelerate learning and develop future capabilities. In terms of workforce result, it is satisfactory as a bundle of staff engagement activities are in place including annual dinner and team building day, with over 90% participation rate and high positive feedback rates. Moreover, there is a high retention rate among the HK management trainees recruited in the past few years, providing a solid and strong back-up for the development of the company's future leaders.

The company has a comprehensive governance system in reviewing the effectiveness and efficiency of operations. It is in compliance with applicable laws and regulations both globally and locally. Leadership is fostering at all levels with focuses on broadening knowledge, skills and organizational capabilities. The company has a very structured e-customer portal with EDI system integration capability, allowing customers to access dashboards, statistics, Key Performance Indicators, Service Level Agreements, documents and performance result anywhere at anytime. It provides a reliable global visibility and transportation tracking platform to the customers.

評審委員會報告

利豐物流(香港)有限公司為利豐有限公司旗下的附屬公司，是物流服務供應商的領導品牌，專門提供包括鞋類與服裝、快消品、餐飲、零售、電子及醫療保健等範疇的物流服務。利豐物流致力為客戶提供快捷、可靠及合乎成本效益的物流方案。

領導層明確訂立公司未來供應鏈發展的方向，以速度、創新和數碼化三方面為優先採取的策略。公司的目標乃協助客戶適應數碼經濟中瞬息萬變的環境並能夠作出迅速的回應。公司的策略由四個與可持續發展緊密相關的部分組成，分別是供應鏈的可持續發展、善用人才、社區參與及足跡管理。這四個部分均與環境、社會和經濟方面息息相關。對各級員工，利豐物流同樣採用一套清晰的組織價值。為了成功推行業務，公司制定出以人為本的策略「CERT」，重點關注員工的文化與價值、投入度、挽留人才及技能四個主要領域，以用作公司員工未來發展的明確指引。公司亦同時善用集團旗下的 Fung Academy 培訓人才、促進學習及提升掌控未來的能力。利豐物流在工作團隊方面亦有令人滿意的表現，公司舉辦一系列活動如週年晚宴及團隊建立活動，其參與率均達至90%以上，並且獲員工積極正面的評價。此外，公司過去數年於香港聘請的管理實習生的留任率亦非常高，為培育公司未來的領導層提供強而有力的後盾。

公司具有全面的管治系統，以審視營運的效率及成效，並且符合全球及本地適用法律及規例。利豐物流於員工知識增長、技能和組織能力各方面致力栽培不同級別員工的領導才能。公司的電子客戶網上平台結構嚴密，並具備電子數據交換系統(EDI)的功能，讓客戶能夠隨時隨地查閱儀表板、統計數據、關鍵績效指標、服務水平協議、各類文件、表現結果等資訊，為客人提供一個具全球透明度和物流追蹤功能的可靠平台。

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Various channels are also in place to collect valuable customers' feedback from both pre- and post-consumer service to ensure rooms for continuous improvement. In addition, the company makes good use of the centralized WMS system and Supply Chain Analytics for data-driven analysis, mathematical optimization and collaboration to support decision making, as well as provides holistic and practical solutions for the customers.

LF Logistics (Hong Kong) Limited has demonstrated effective, systematic approaches responsive to the overall requirements of the Malcolm Baldrige framework. The approach is well-deployed and is integrated with the company's current and future organizational needs.

為確保服務精益求精，公司在提供服務前後都設有各種收集客戶回應的途徑。公司亦充分善用中央倉庫管理系統(WMS)和供應鏈分析，進行數據分析、數學最優化和整合，以支援決策，同時為客戶帶來全面而實用的方案。

利豐物流(香港)有限公司以高效和有系統的管理方法，滿足整體以美國「鮑德里奇國家優質管理獎」為藍本的評審要求。公司實施的管理方法妥善部署，相互結合公司目前和未來的需求。