

# DOING IT BETTER

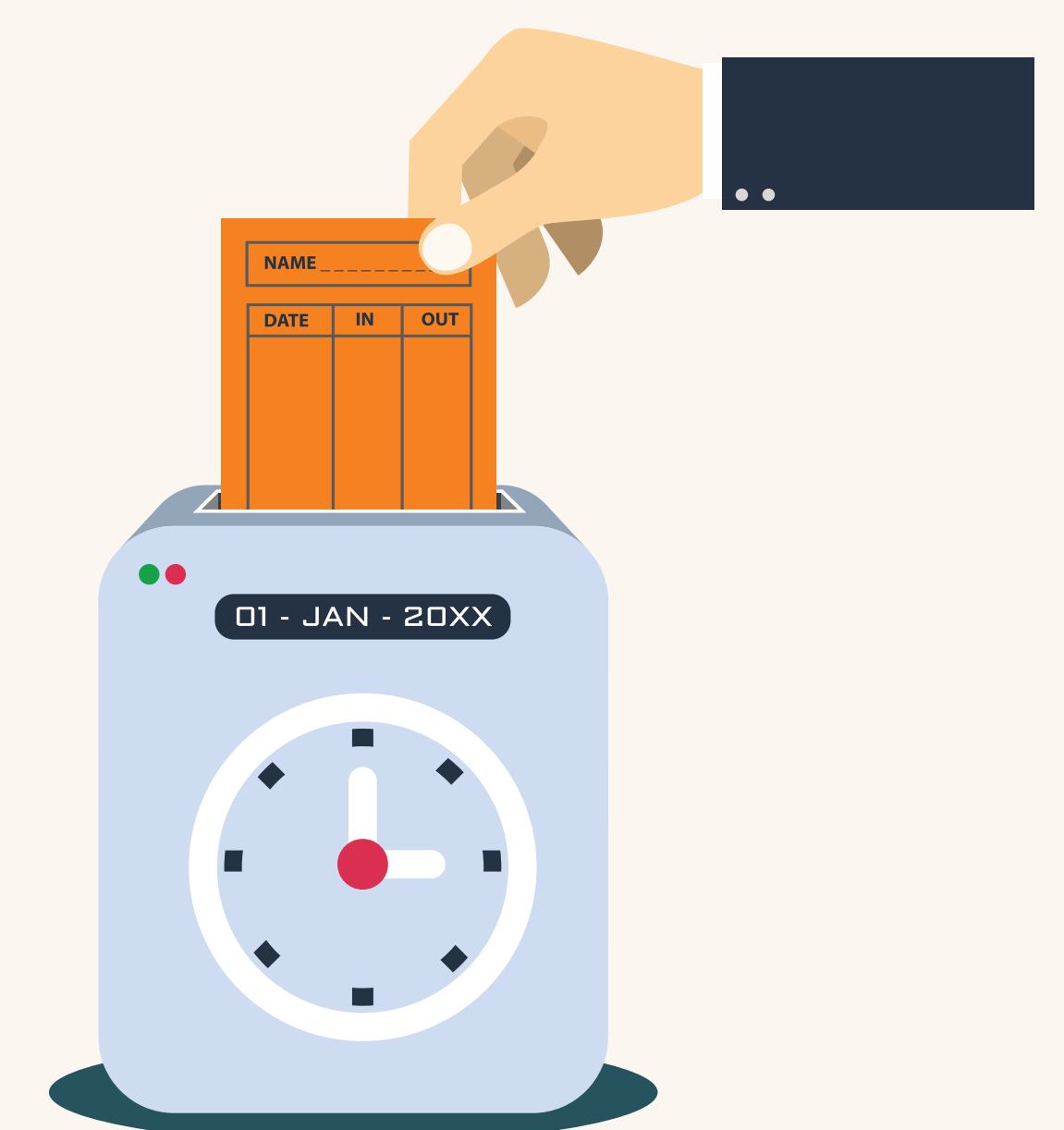
## 1 INTRODUCTION

The Doctor On Call Roster and the activation listing are updated by Call Centre manually in CRM system. Currently, PSA updates the listing of 81 doctors on call individually and at different times of the day due to change of staff. PSA then updates list of 60 personnel on activation.



## 2 PURPOSE

This project aims to reduce the work hours required for these 2 tasks with system integration and enhancement.



## 3 METHODOLOGY

PSA will upload Doctor On Call Roster en masse by specialty and the population of the activation listing will be extracted from the doctor on call automatically.



## 4 RESULTS

With the en masse uploading, the Doctor on Call roster takes 1.5hr or less to be updated in comparison to the usual 30 hours from PSA.

The shift to automated update of personnel on the activation listings will minimise infrequent manual interventions, thus saving 30 man hours each month.



## 5 CONCLUSION



This system ought to be eradicated for it is inefficient and therefore through this, we will not be bogged down by mundane tasks. We can achieve the same outcome at greater efficiency. The time saved can be used more effectively to attend and accommodate to our callers' needs.