



## Greater Security, A More Efficient Handover Process

### Background

- Business Office (BO) opens on Saturday.
- Safekeeping the key on behalf of the authorized key custodian is not allowed
- Bringing safe key home is strictly not permitted
- Safe key must be securely locked and kept in campus at all times

### Aims

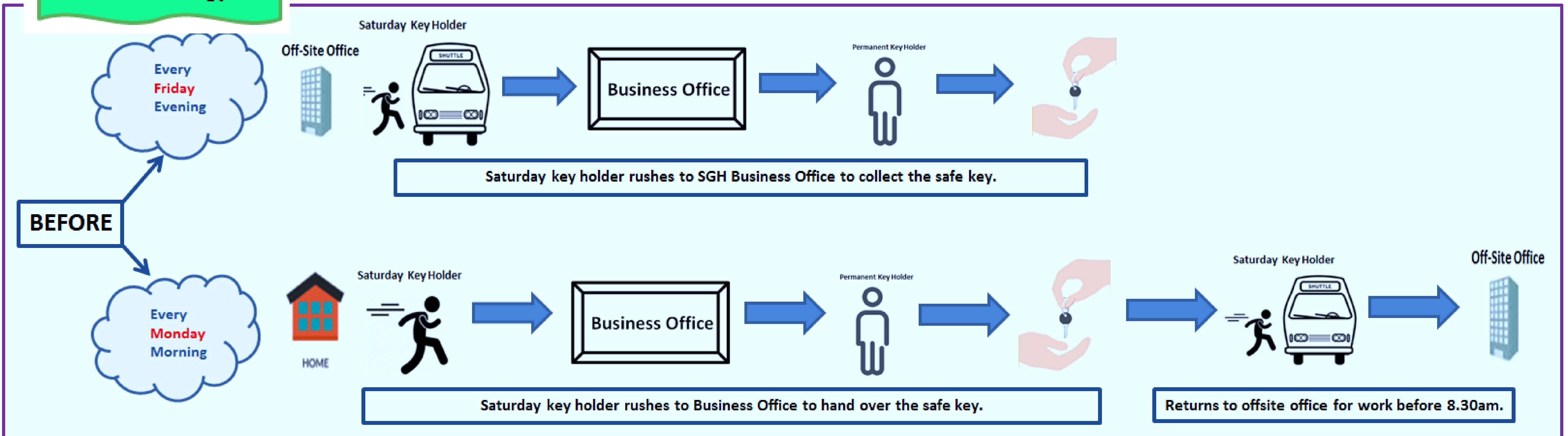
- Improve efficiency and exchange of the safe key between key custodians
- Tighten internal control with key securely kept at Security 24/7
- Reduce stress and inconveniences to the safe key custodians who does not work within the same premise

### Problems

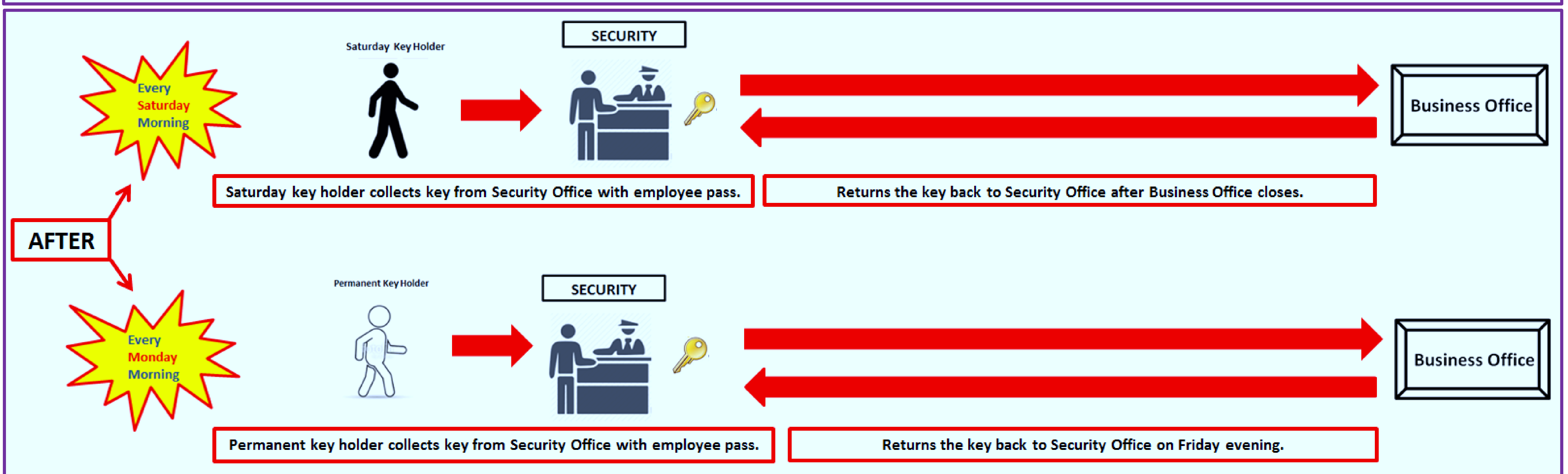
#### Key custodians

- work on rotational Saturdays
- must remember to hand the key to the right key holder (including their swapping of duties) on every Friday
- are restricted to take leave on Friday and Monday due to the handover process
- face the challenge in handing over the safe key to the Saturday key holders who work offsite .

### Methodology



### AFTER



### Results

- Improved internal control as key is safe-kept with Security
- Reduced potential risk of undue financial losses
- Reduced risk of mishandling or loss of the safe key
- Greater convenience as key can be drawn any time by authorized key holder
- More time-saving allowing greater productivity
- Increased in staff morale
- Lower attrition rate

### Conclusion

#### NO MORE !!!

- Problem taking leave on Friday or Monday due to key handover
- Rushing to-and-fro to hand over the key
- Worries on how and where to safe keep the key
- Unorthodox safekeeping of the key

### Positive experience derived from key holders

#### LESSER STRESS



#### LESSER FRUSTRATION

#### MORE SATISFIED



#### HAPPIER STAFF