



Singapore Healthcare Management 2017

Digital Vendor Master Approval & Archival

Choo Weiwen Darren
Singapore Health Services Pte Ltd
Finance Shared Services (FSS)

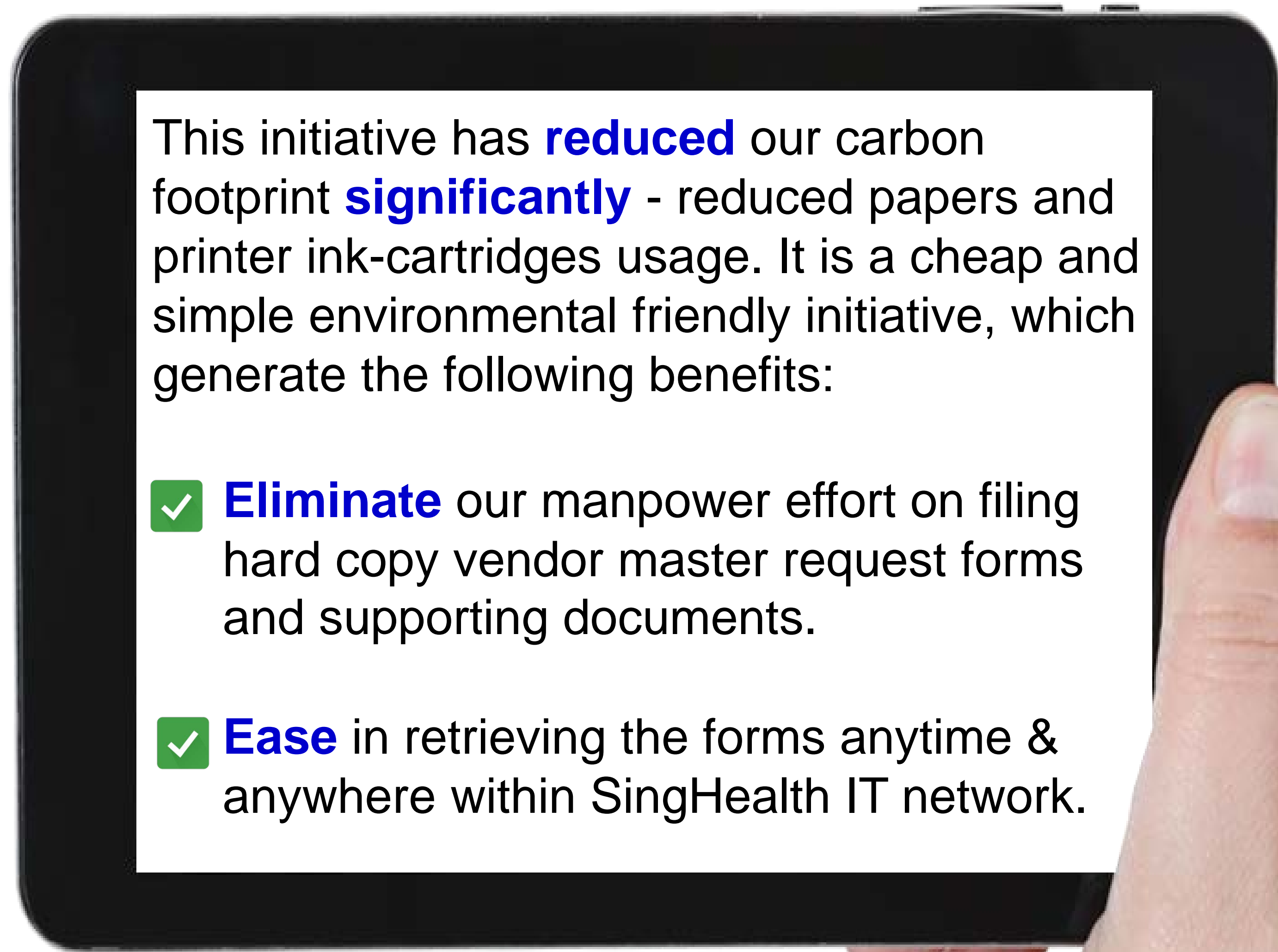


AIMS



To **go green** by **eliminating** printing hard copy vendor master request forms and supporting documents. To **save** office / warehouse storage space **cost**.

RESULTS



This initiative has **reduced** our carbon footprint **significantly** - reduced papers and printer ink-cartridges usage. It is a cheap and simple environmental friendly initiative, which generate the following benefits:

- ✓ **Eliminate** our manpower effort on filing hard copy vendor master request forms and supporting documents.
- ✓ **Ease** in retrieving the forms anytime & anywhere within SingHealth IT network.

METHODOLOGY

In financial year 2015, FSS had created/updated about 18,000 vendors. Meaning, we had used about **90 realms (45,000 sheets) of paper**. This incurred significant paper cost, manpower time and cost to file hard copy forms sequentially. Over time, our office storage space has also run out. The cost of archiving and storing with external vendor outweigh the cost of securing more space in the cloud drive.

In September 2016, FSS bought **Adobe Acrobat licenses** to digitally convert the vendor master request forms to PDF file format, so that we could archive the forms to cloud drive. To further improve the transition to an eco-friendly workflow process efficiently, we **in-house customized** the Adobe software, such as creating personalized processed stamps for each processor to **reduce** the **time spent** in processing the forms.

40% increase in vendor master workload

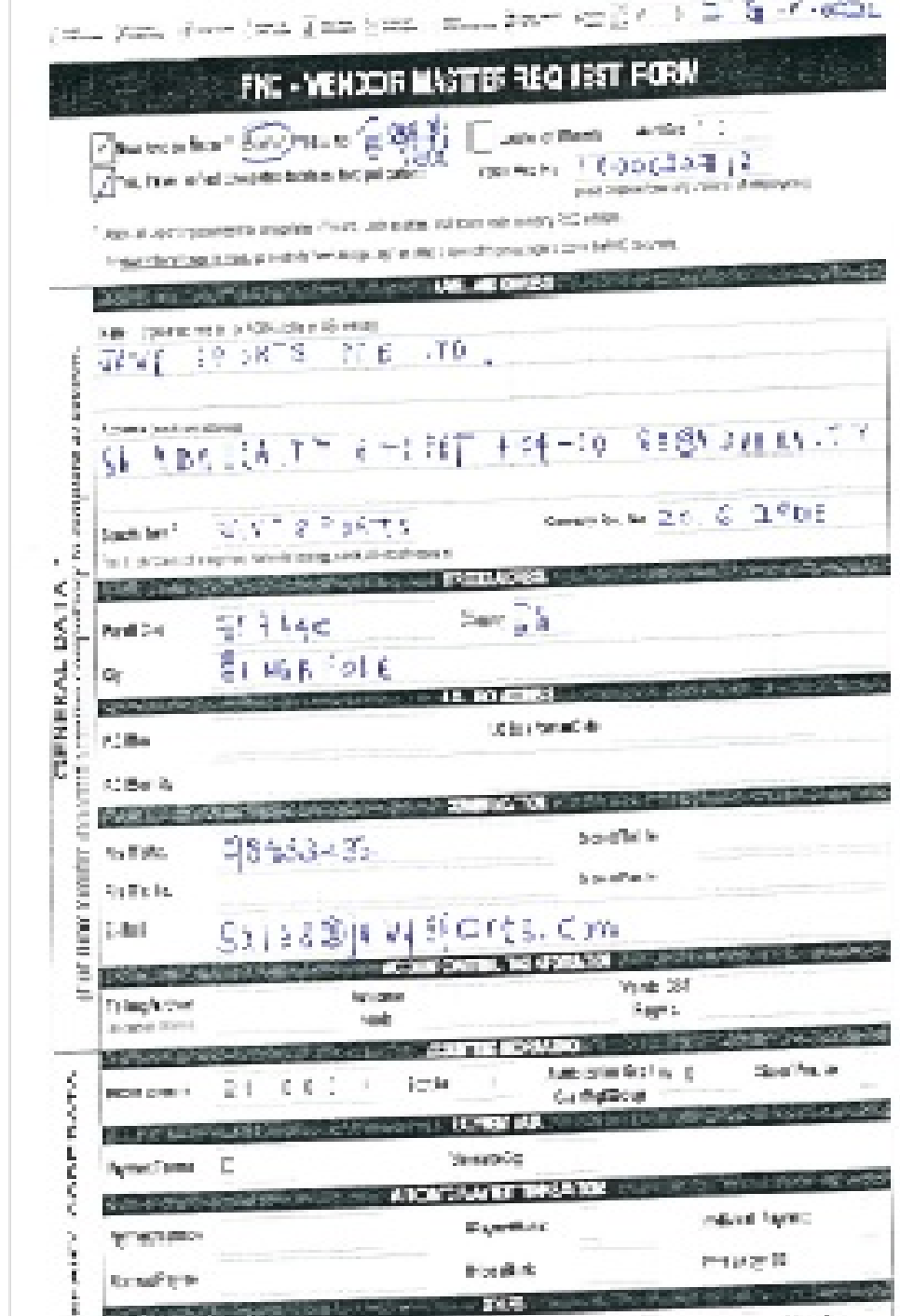


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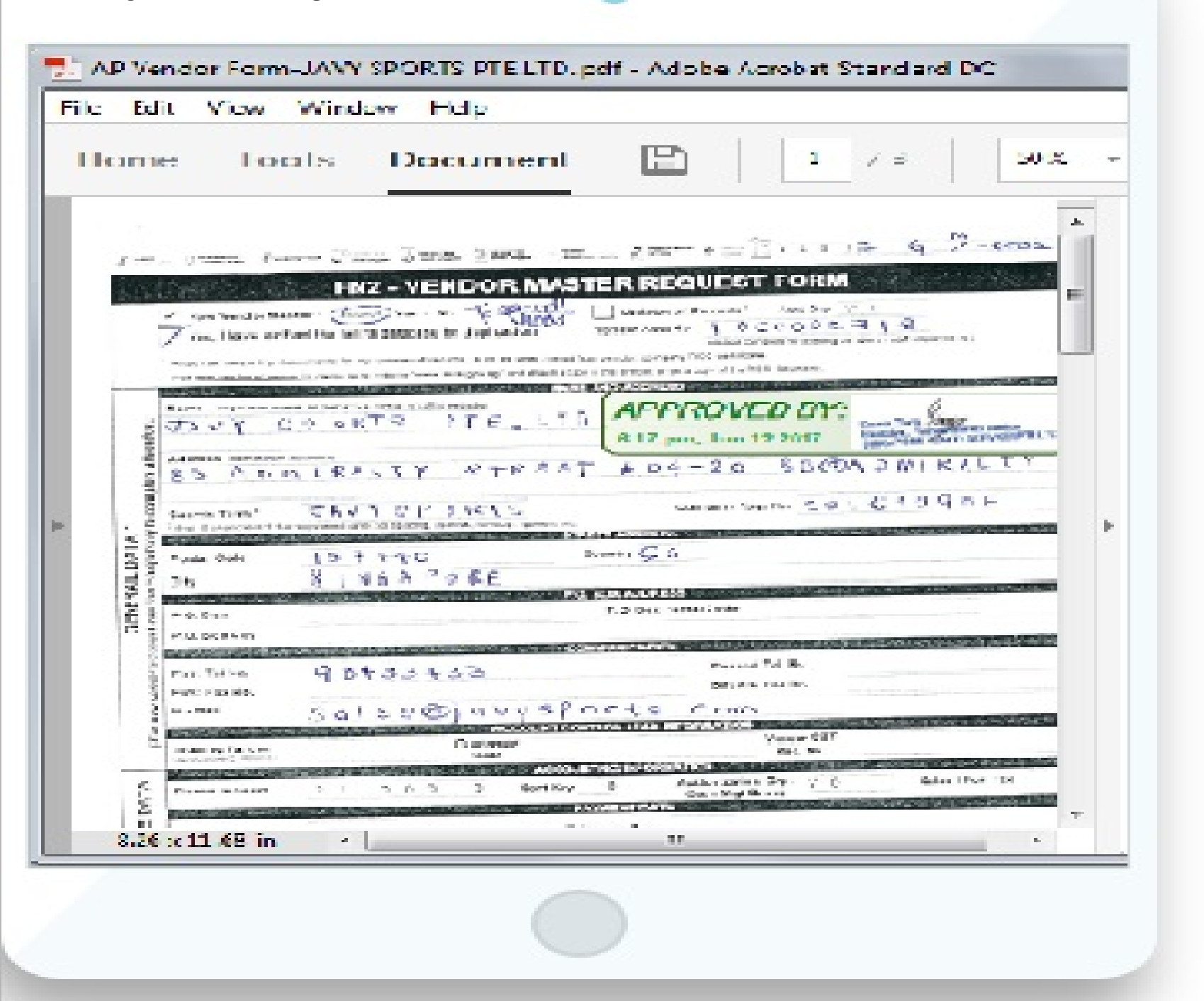
Achieved **91.5% saving** in manpower cost!



Sample hardcopy form:



Sample PDF form:



In addition, the digitalisation improved the efficiency in **monitoring** our **KPIs** (Key Performance Indicators), such as:

- **Accuracy** in processing the vendor master request forms,
- Ensuring FSS has **met our service agreement** with institutions - to create vendor master in SAP system within one working day from received date.

CONCLUSION

The efficiency achieved in this initiative has enabled us to **sustain operation cost**, even though there was an **increase of 40% in workload** (FY15: 18,416 vendor records, FY16: 25,846 vendor records).

In addition, now it is so **easy to find** the documents and **no worries** of documents being lost or replaced.