



Singapore Healthcare Management 2017

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DAY 1 ORIENTATION FOR NEW HIRES

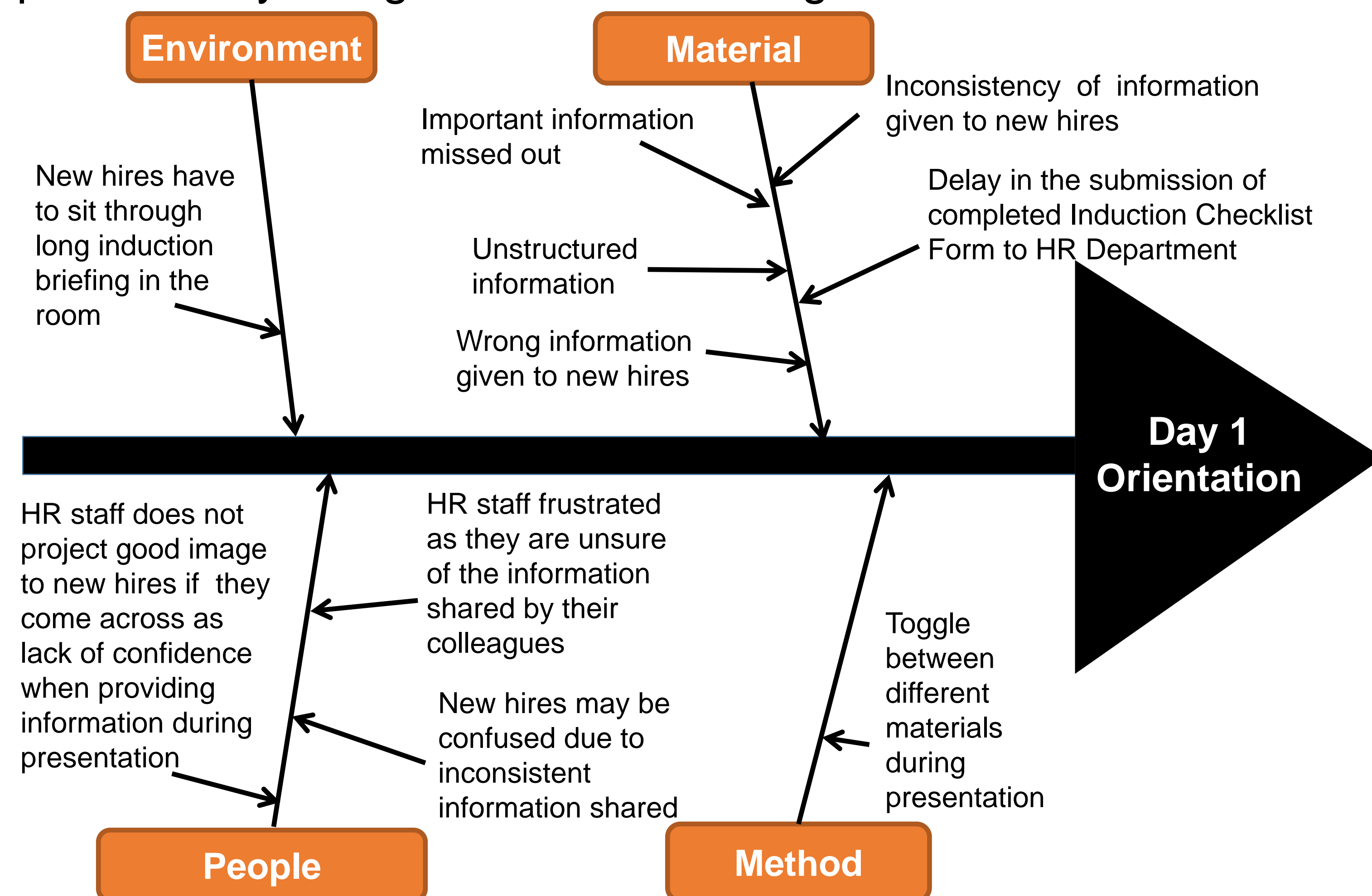
1. INTRODUCTION

NCCS conducts orientation for new hires at 3 levels:

- Level 1 : Day 1 Orientation conducted by HR Department. It covers an overview of NCCS.
- Level 2 : Department Orientation conducted by Department Heads/Managers/Supervisors. This covers department role, job requirements and others.
- Level 3 : Corporate Staff Orientation conducted by HR Department and other in-house speakers. The half day programme covers NCCS culture, standards and Centre tour.

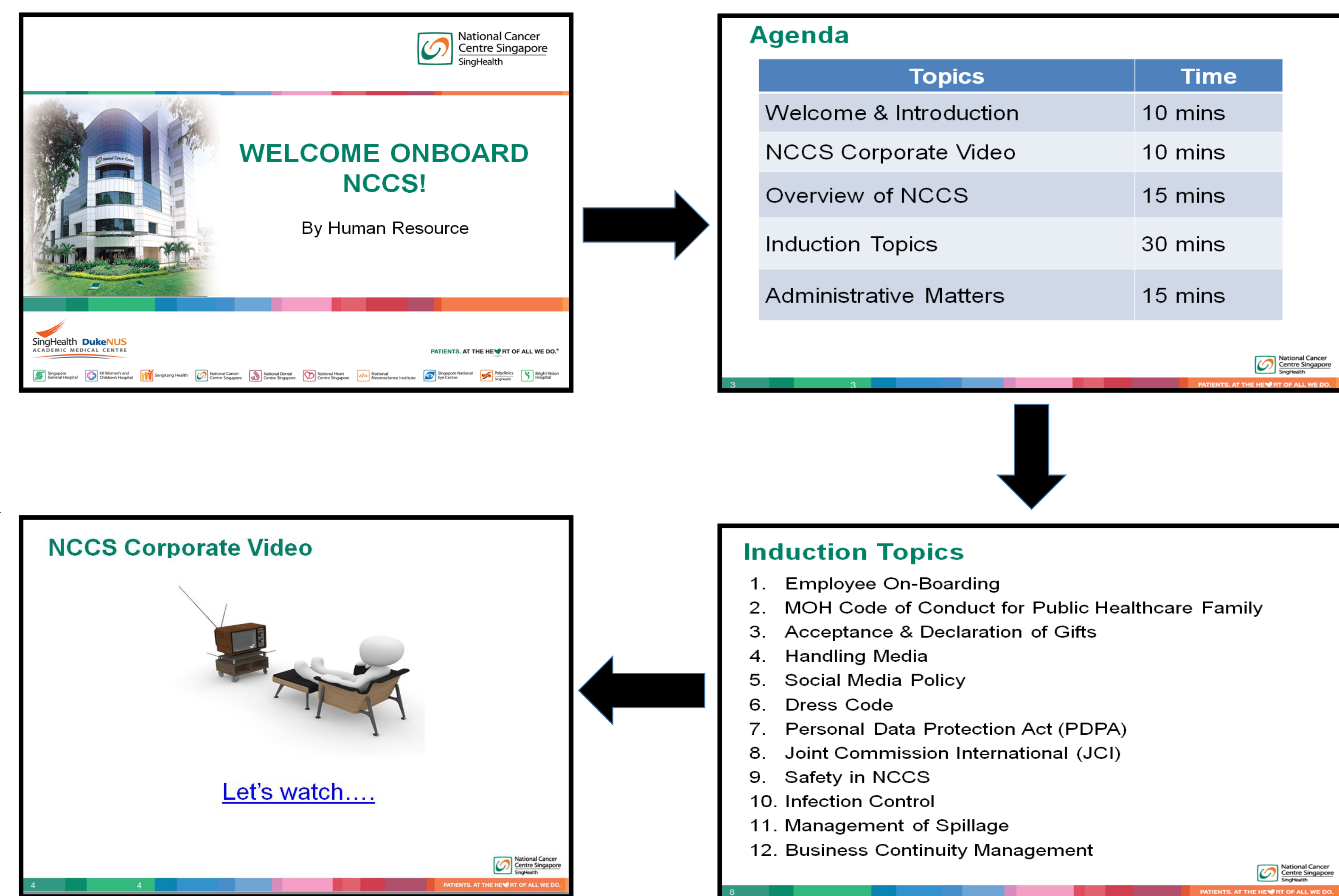
2. METHODOLOGY

Different induction topics and materials are covered by different HR staff during Day 1 Orientation which is held on a weekly basis. The team had identified the following problems by using the Fish-Bone diagram.



3. IMPROVEMENTS

A standardized and systematic deck of presentation slides was developed for HR staff.



4. RESULTS

1. Standardized and structured induction topics conducted by HR Department
2. Smooth and organised flow of information for new hires
3. Reduction in number of enquiries from new hires
4. Provide convenience to HR staff
5. Reduction in time needed to conduct Day 1 Orientation from 2 hours to 1 hour 20 mins, which translated to a savings of 0.67 hours per session
6. 202 man-hour savings of both new hires and HR staff. This has translated to a manpower cost savings of \$4,452 per year
7. Timely submission of completed Induction Checklist Form to HR Department

5. FEEDBACK

Informal feedback were obtained from both new hires and HR staff. These are generally positive.



6. CONCLUSION

The contents are consistent and important information is not overlooked or missed out. The standardized deck of presentation slides make it a seamless and smooth process for HR staff.