



# Big Leap to eProcurement



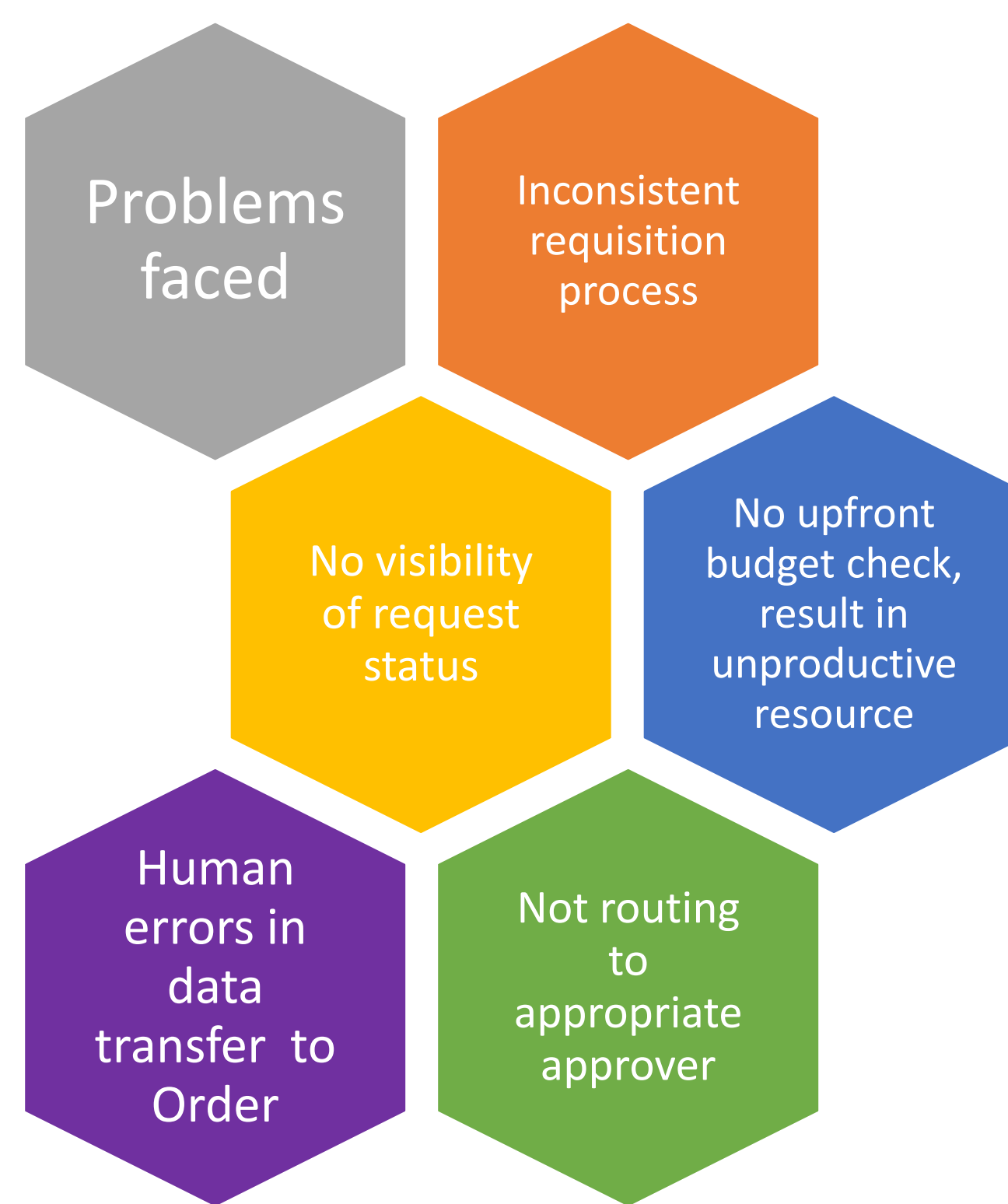
Singapore Healthcare Management 2017

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Catalog Team, Core Team  
Group Procurement Office

## Introduction

In the past, when there was a need to purchase, each individual Hospital or Centre used own institutional requisition system or relied on non-formalised process in procuring their required products and/or services, for example, through emails or phone calls.

Institutions	
eIRF	
ePR	
email or calls	



## Objectives

- Maximize Efficiencies and Process Saving
- Make Purchasing Function easier for staff
- Ensure adherence to Probity, Ethics and Audit Requirements
- Obtain more Meaningful, Useful & Timely Reporting
- Facilitate Spend Aggregation Objectives and Strategies

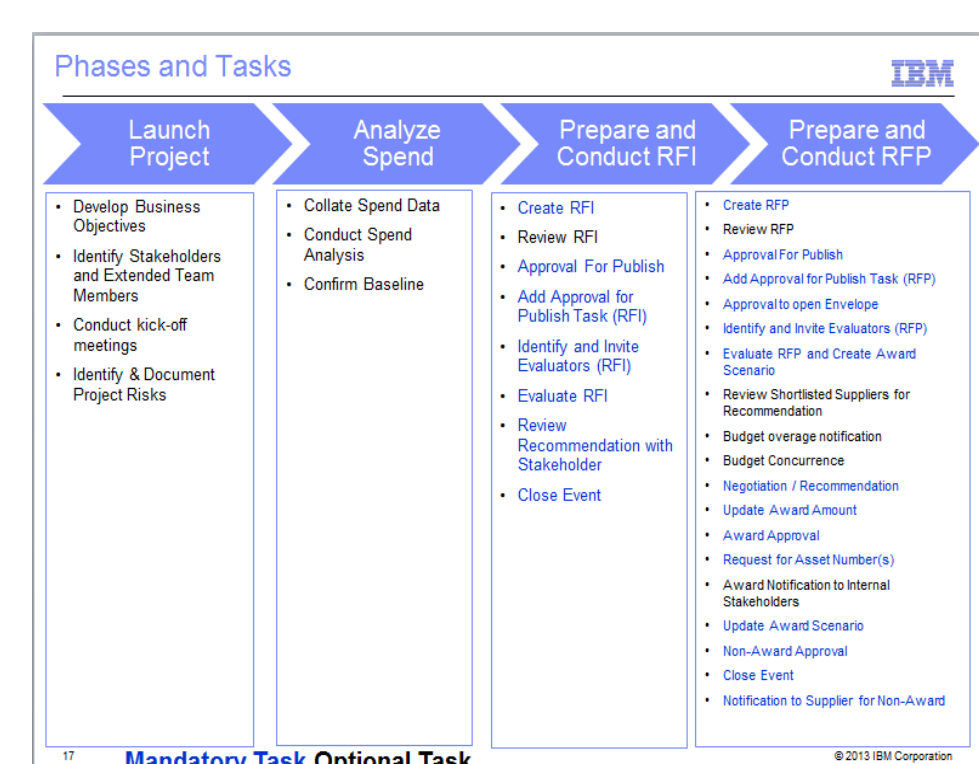
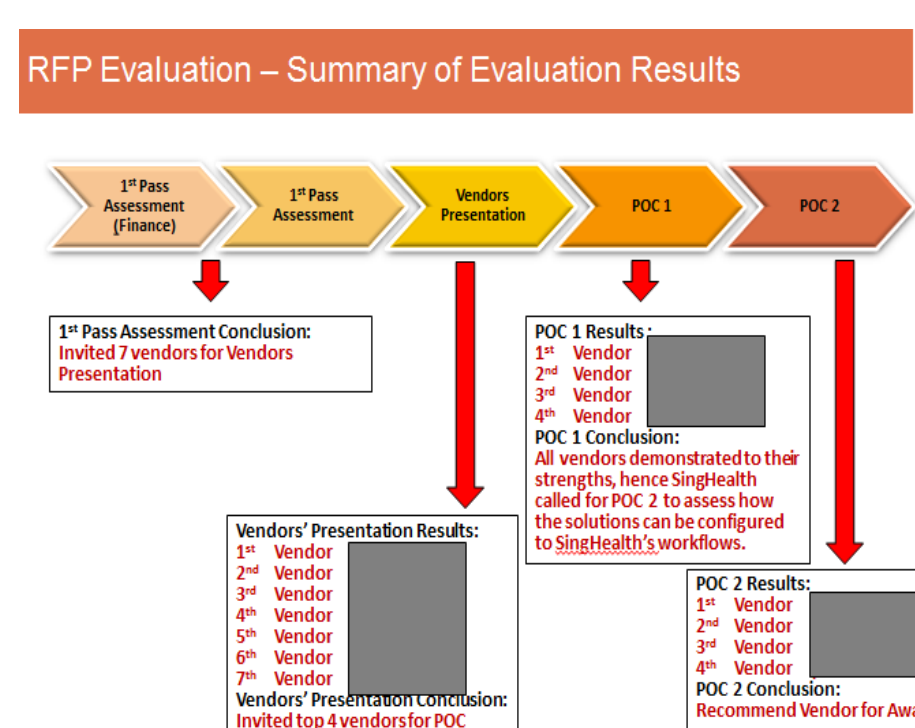
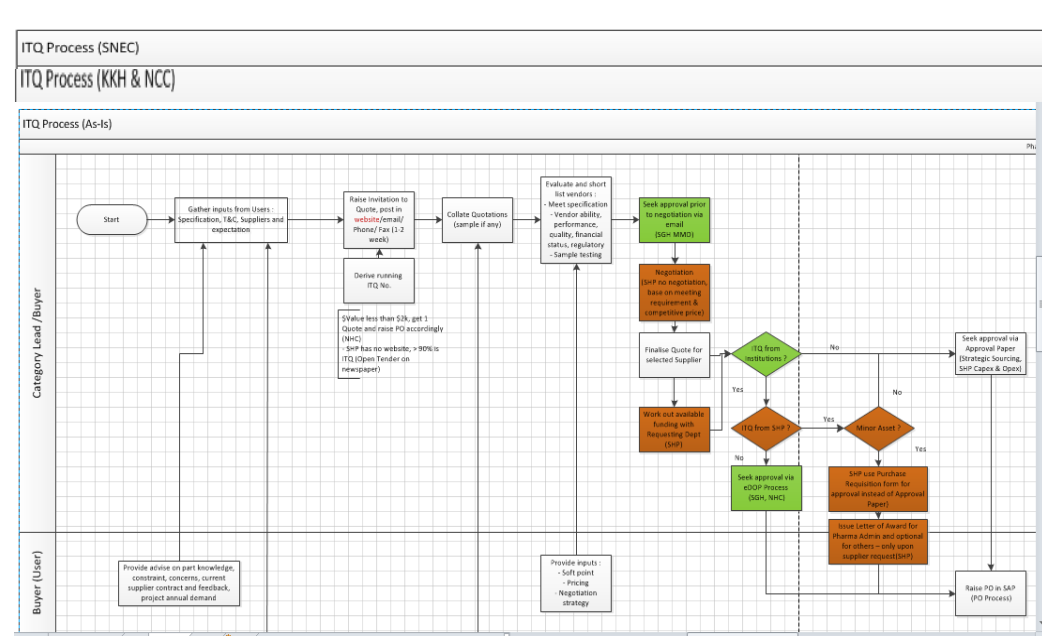
## Methodology

Utilise Kipling Method – What, Why, When, Where, Who to find out and mapped out all activities and workflows for all 9 institutions and harmonized the processes with Core team. Gathered inputs from functional team, (Finance, Facility Engineering, Bio-Medical and BioSafety) to derive standardised workflow and business processes across the cluster

Conducted Open RFP, evaluated and awarded to reputable System Integrator with turnkey solution (Ariba on Cloud).

Collaborated with System Integrator to configure the harmonised workflow within the available functions and features of Ariba system.

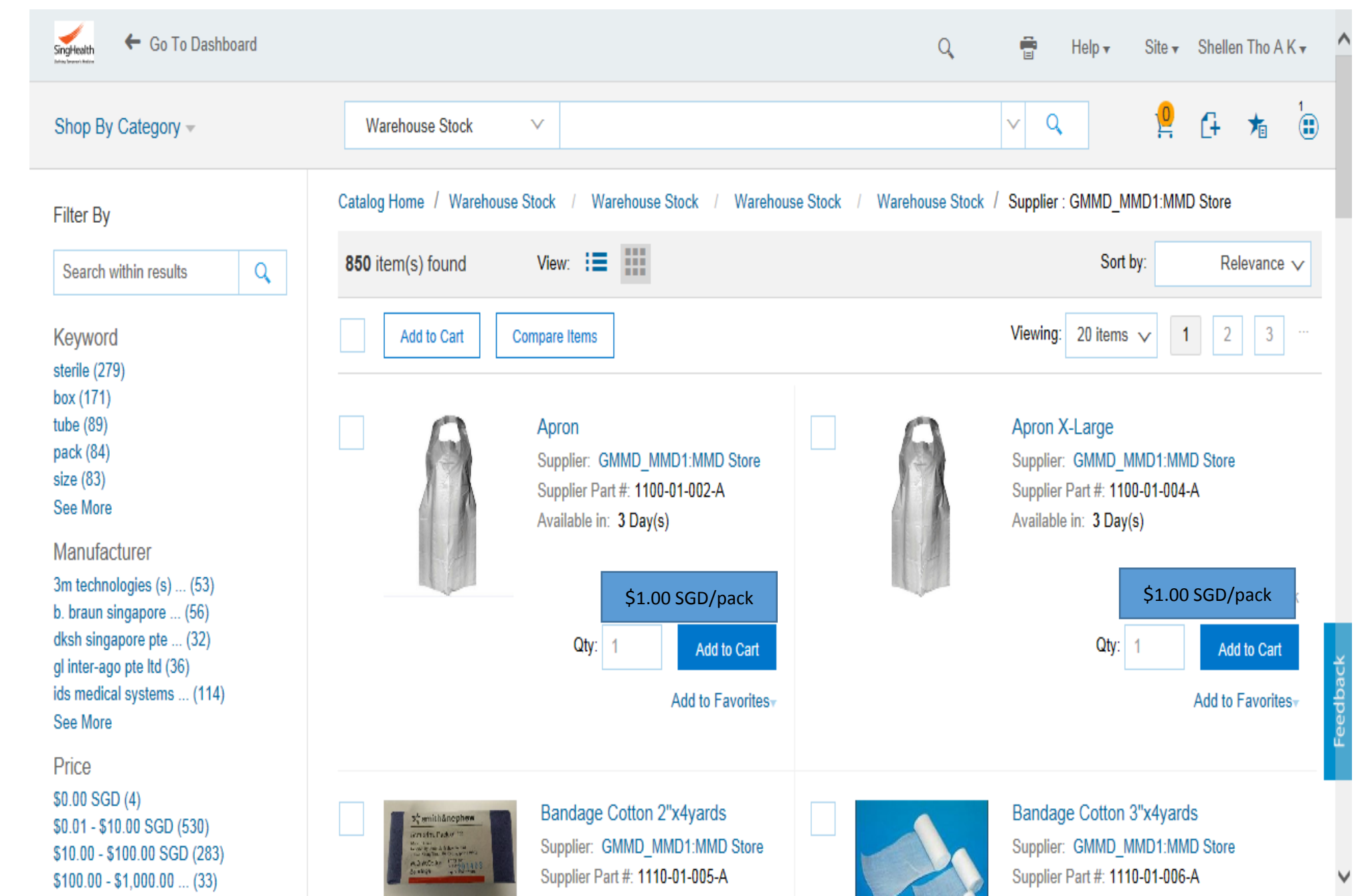
Conducted multiple trainings, town-halls and clinics for frequent users of requisitions and Procurement staff conducting sourcing projects (ITQ, RFP).



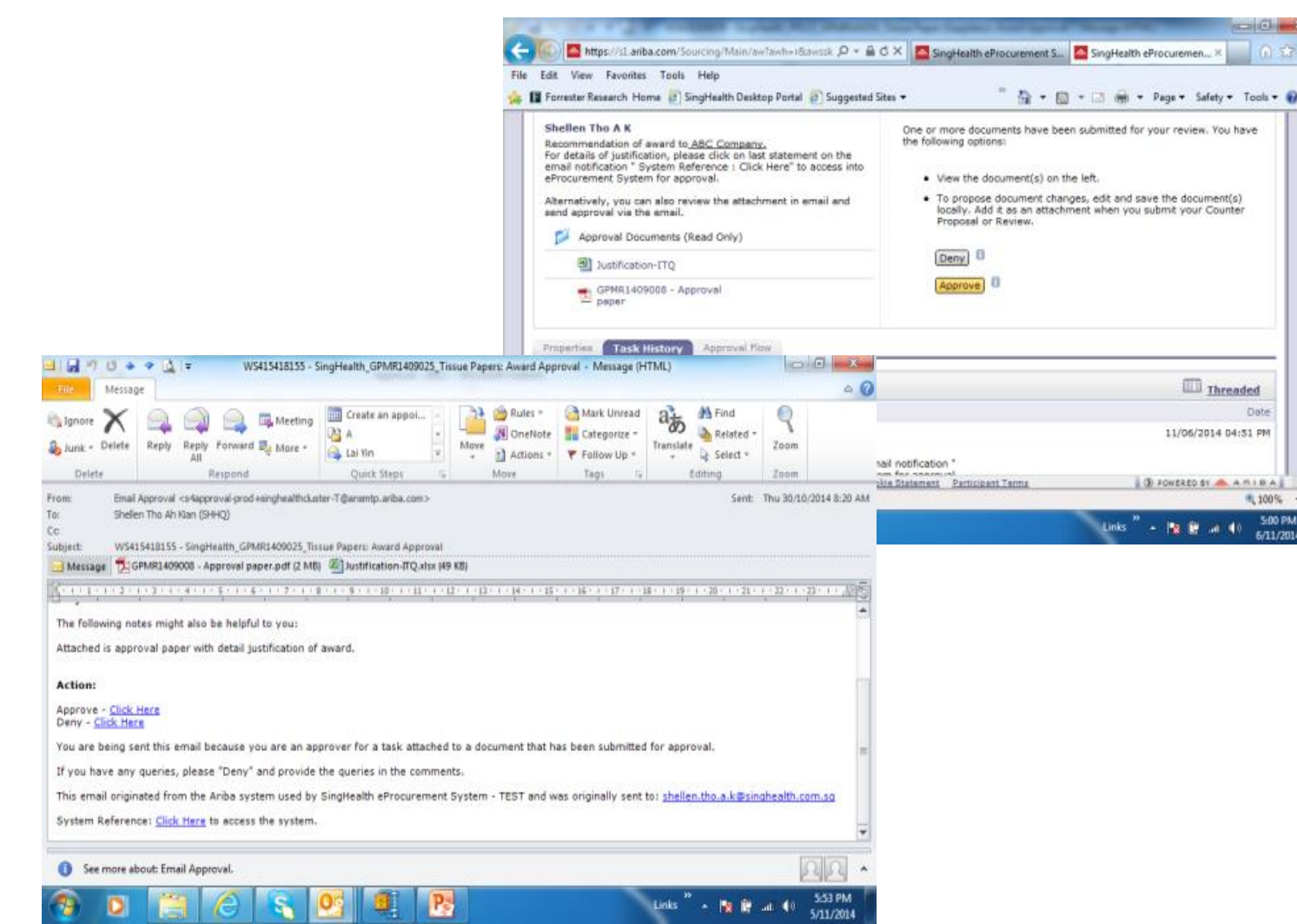
## Result

Pilot in 2014.

Fully implemented a standardized end to end procurement tool on a single platform, to rest of 9 institutions in 2015 (by phases).



Over the last 2 years :  
77,594 - Requisitions submitted  
18,100 - Sourcing Projects conducted  
54,210 - Purchase Orders created  
5,724 Catalogue items published online



## Conclusion

- Streamlined Procurement processes and eliminated non-standardized process.
- Governance process in place with pre-configured requisition approvers per Finance policy and award approval aligning to Procurement Policy
- Approvers approve via email or through system
- A global solution with suppliers' network
- Users use online catalogue features for routine or repeated ordering of contracted products from stores
- Purchase orders are system-generated, thus, minimize procurement data error.

We would like to thank Project Sponsor and GPO management for the guidance and support throughout the journey.