

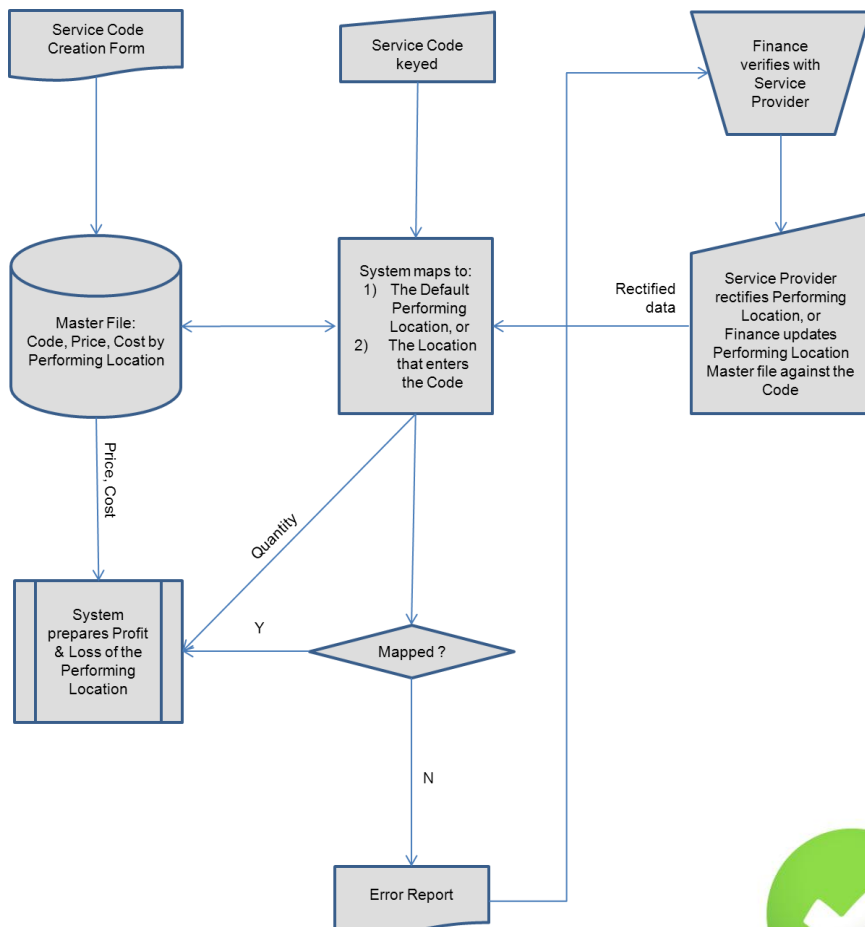
INTRODUCTION

Generally, revenue is recognized based on the Service Location that keys in the service. Certain services, however, are routed to identified Service Provider regardless of where the service is being keyed in. This is to achieve proper accountability of revenue and for proper matching of revenue and cost. This is done by pre-defining the Service Provider for identified codes.



Problem: Much time is spent to clear errors when mapping of cost centers fails.

PROCESS FLOW



Footnote added

METHOD

Redesign the Service Creation Form to facilitate a proper and comprehensive assessment of newly created codes to probable Service Locations. Education of Service Providers to the importance of identifying a comprehensive list of probable Service Locations.

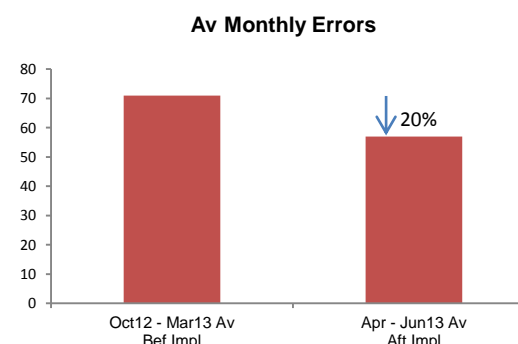
A Snap shot of the Form

SERVICE CREATION FORM						
Service Code	Service Category	SAP/OAS	Performing CC*	Description	UOM	Cost

Note: * Services will be opened to these defined locations eg CC 64123 or group of locations eg All Women SOCs

RESULTS

With the probable service locations mapped out comprehensively at the onset, errors came down significantly with work efficiency achieved.



Savings of manpower costs with reduced errors: - \$7,000 pa



CONCLUSION

The redesign of Service Creation Form and education reduce errors, increase staff productivity and improve the working relationship among staff.

