

Aim(s)

The objective was to have an online system to facilitate product evaluation so that we can improve the data handling of the results, increase work efficiency and reduce paperwork.

Methodology

An online questionnaire was developed with the purpose of being used by the evaluators from the healthcare institutions when evaluating the product quality and assessing it for user compliance.

Result

Before:

The evaluators have to manually write their results on the hard copy questionnaire. The hard copies were then given to ST Logistics who have to enter the information into an excel spreadsheet by institution. This method required a longer time for manual data entry and also more prone to human data entry error. Due to the manual data entry, there is also waiting time incurred by the evaluators for the results compilation. There is a maximum of 18 institutions with an average of 4 evaluators. Total man-hours spent on waiting for the results can go up to 72 man-hours per product evaluation.



After:

By using the online questionnaire, there is a smaller margin of error because the evaluators are required to enter their responses directly into the system. The information is being gathered almost instantaneously as we do not have to wait for paper questionnaires to come back. The data can easily be transferred into excel spreadsheets when more detailed analysis is needed which make it easier for the person who is compiling the results. Hence the waiting time for the evaluators is very much reduced by about 75% per product evaluation.

Conclusion

The online questionnaire is a useful tool for product evaluation. It is less time consuming and helped us to obtain the results faster with better data accuracy and standardization. The evaluators are happier with shorter waiting time for the results and ST Logistics has less stress doing the results compilation. This project is a win-win-win for all 3 parties: MOH, Evaluators and ST Logistics.