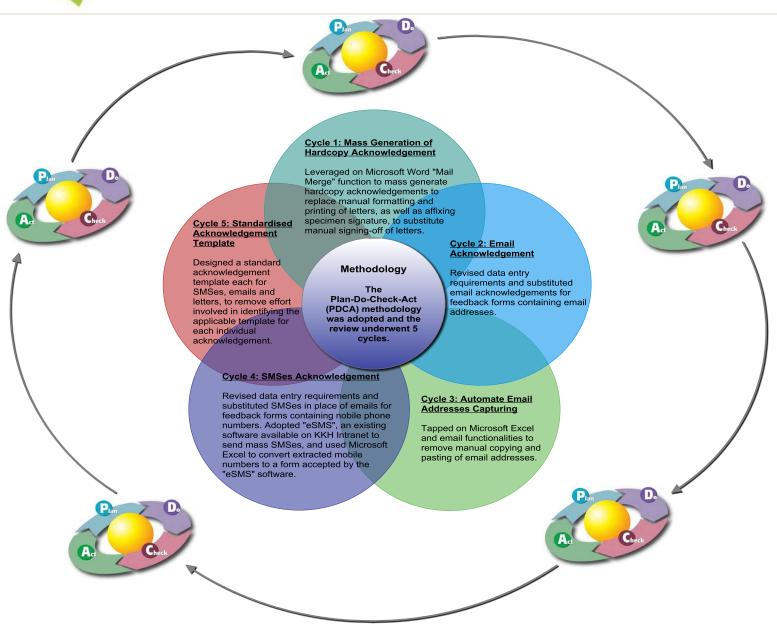


To reduce time and effort to acknowledge receipt of 30,000 to 37,000 feedback forms a year



Samantha Ong Sau Fong, KKH Leslie Chia, KKH



Conclusion:

Whenever a critical review is undertaken on what is thought to already be an efficient process, we were nevertheless able to make further improvements. We have experienced that continual process improvement is not just a theoretical concept but can truly be practicalized.

Result and Conclusion

Result (Before):

Acknowledgements sent via post required staff to prepare letter, print, sign, fold, insert into envelope, seal envelope and frank postage. From Jan11 to Mar13, at 3 minutes per letter, 499 work days would be needed to acknowledge 70745 feedback forms.

Result (After):

70 work days were utilised to acknowledge 70745 feedback forms.

Savings and Benefits:

- /Time savings: 429 work days
- ∠ Cost savings from letters, envelopes and postage: \$23, 333
- ✓ Earlier receipt of feedback acknowledgments.
- ✓ Greater staff satisfaction.
- ✓ Redeployed staff for more value-adding activities

