

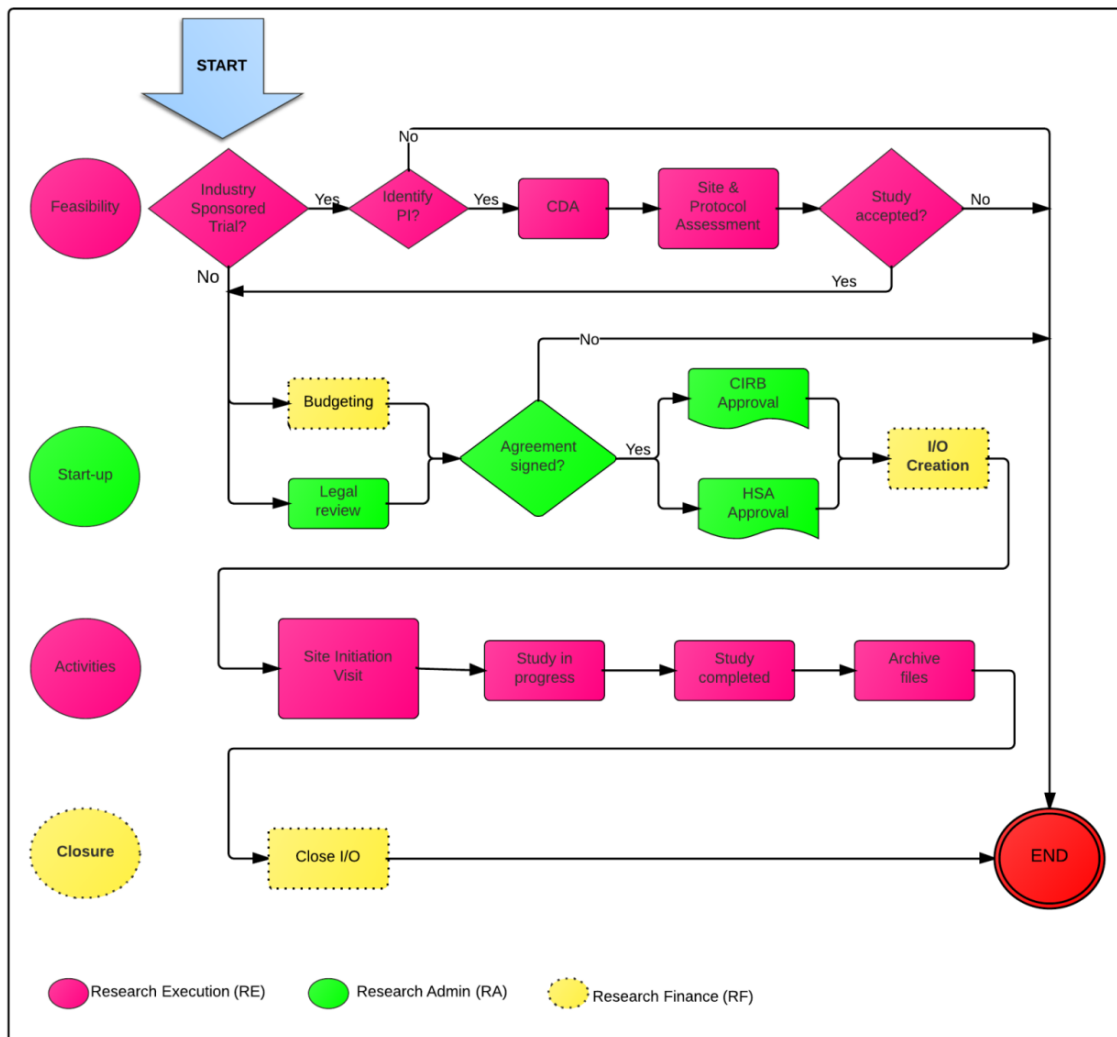
## AIM: To create a seamless experience covering aspects of research support services for KKH researchers

### METHODOLOGY:

1. Engaged teams from research admin (RA), research execution (RE) and research finance (RF) to determine the critical hand-over points and to agree on the workflow between the 3 research support units.
2. Reviewed current practices, identify gaps and brainstormed for possible solutions for a seamless workflow.
3. Consider the practice of other research support units in local and overseas institutions when designing the service centre.
4. Revised P&P on pre-study workflow and study workflow for dissemination of information and future reference

### RESULT:

- ❑ Created a seamless research support workflow from contract negotiation and budget creation till archival of study documents which marked the completion of study.
- ❑ Automatic hand-over to the next research support unit when work is completed at one unit.
- ❑ Carried out research support activities concurrently where possible to shorten processing time.
- ❑ Controlled the commencement of research studies through the creation of financial account which are only allowed if there is proper ethical, funding and regulatory approvals, where applicable.
- ❑ Ensured complete closures of all research studies, including closures of associated financial accounts and proper archival of all research-related documents.
- ❑ Implemented monthly research coordination meetings involving all 3 support units.
- ❑ Ensured effective monitoring of research activities, wherein the 3 support units will highlight any discrepancies, omitted processes and unexpected problems, to allow amicable resolution in a timely manner.



“Alone we can do so little; Together we can do so much”  
— Helen Keller



### CONCLUSION:

- ✓ Improved workflow ensured that processes are followed through between the 3 teams
- ✓ Better coordination and teamwork
- ✓ One-stop service for researchers from the start to end of study