



# Enhancing User's Experience

via Online Name Stamp Ordering System

Jen Lim, Angela Leong & Ler Sock Hoon SCM

## 1. Introduction

Staff will need to write/print their name and designation besides their signature on all documents that they sign off. For this purpose, name stamps are usually requested by the staff.

Though it seems like a simple purchase, it involves plenty of verification of the artwork and several approvals.

## 2. Aims

This project aims to improve the user's experience when ordering the name stamp by:



To shorten the ordering process of name stamps



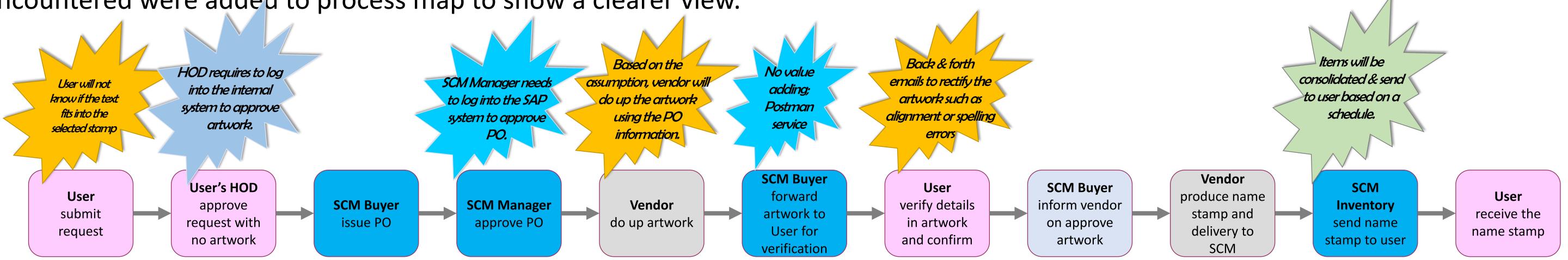
To eliminate errors (alignment, typographical)

## 3. Methodology

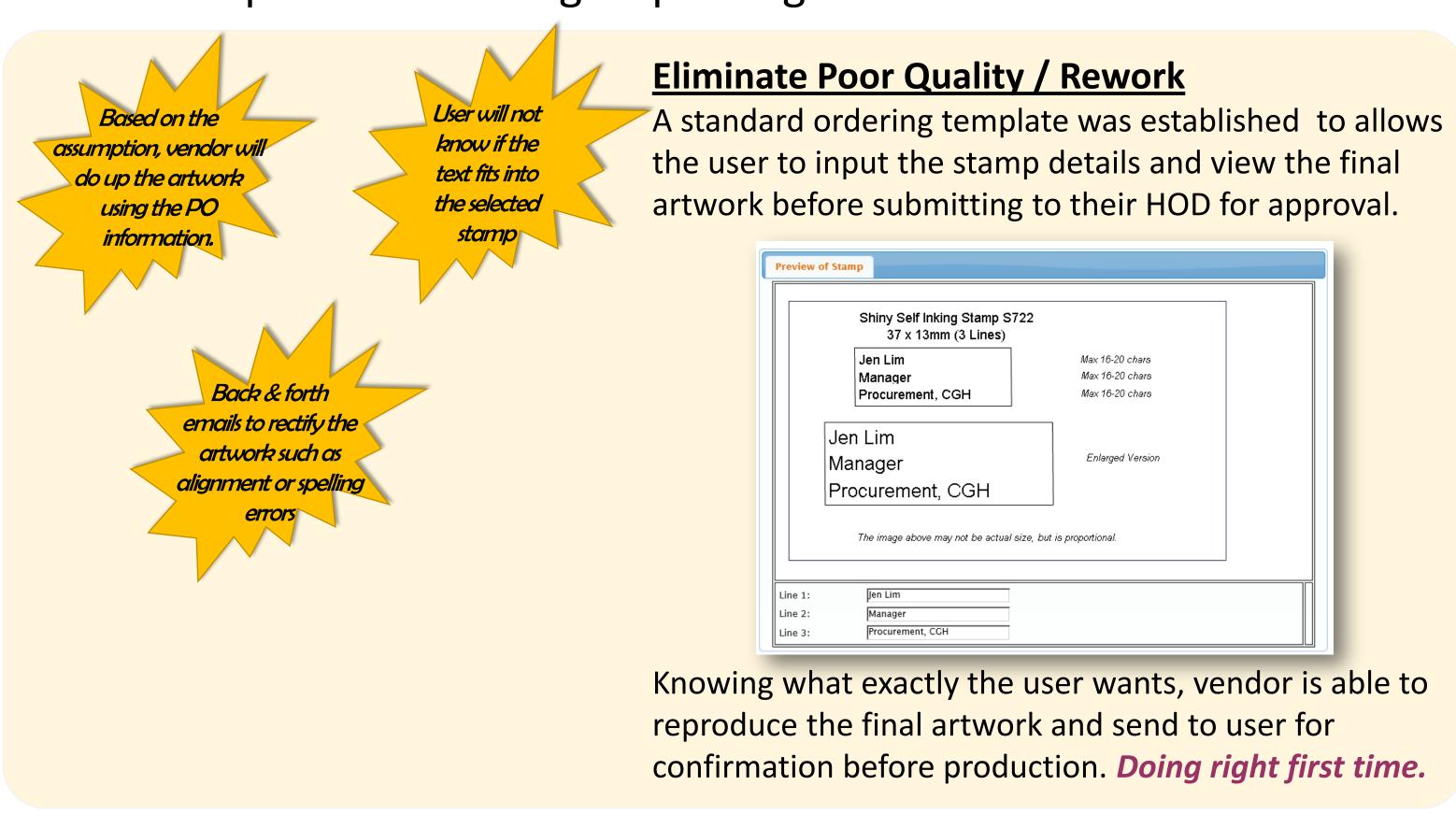
1. The whole process flow for ordering the name stamps was mapped out. Subsequently on the process flowchart, the problems encountered were added to process map to show a clearer view.

Maria Whittingham Staff Nurse

12L12345A



2. The similar problems were grouped together and solutions were brainstormed.





### Removal of non value steps

- .. As the price has already been established under contract terms, stamps are billed along the stationery invoices at the end of month.
- 2. Vendor liaise directly with user to finalise the artwork to avoid any delay or miscommunication.

#### **Improved Approval Process** An email alert will be sent to HOD requires to log into the internal system to approve approve artwork.

HOD and he/she can the request in the email.

Furthermore, he/she will be able to see the artwork before approving

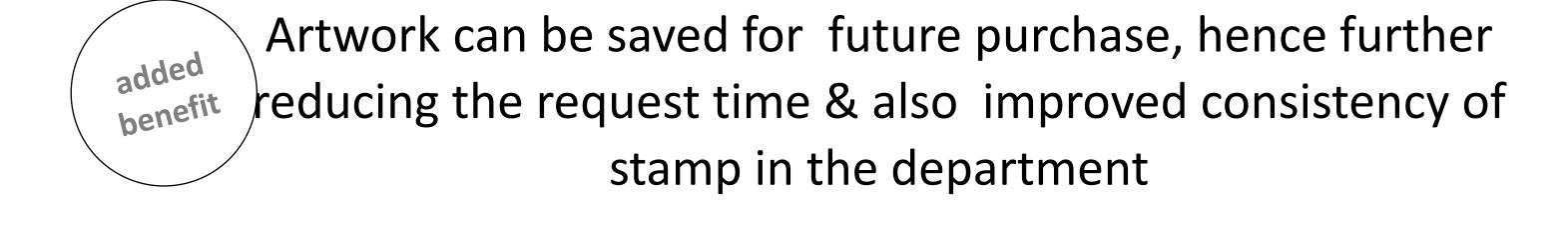
Items will be consolidated & send to user based on a schedule.

**Reduce waiting time** Tagging to the delivery of stationery item on every Mon, Wed or Fri, vendor will deliver to user once the stamp is ready.

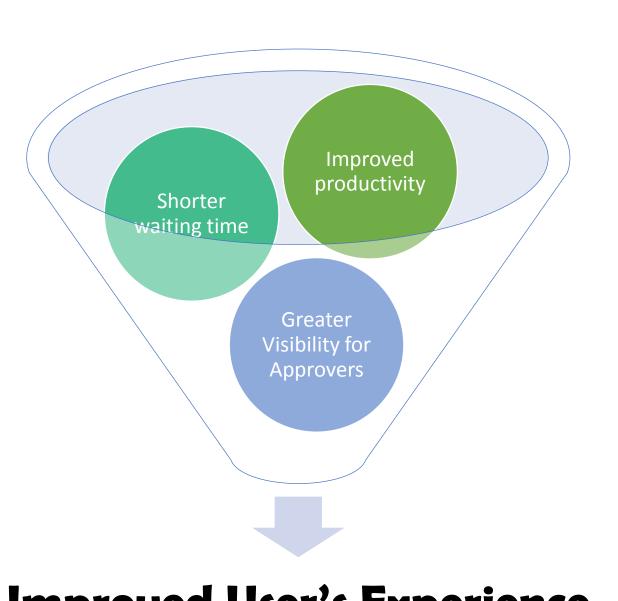
## 4. Results



Based on the 1,344 name stamps ordered in 2017, there is a process time reduction of 1120 hours.



## 5. Conclusion



Improved User's Experience



## 6. Next Steps

Will continue to work with vendor

- > to improve the formatting functions in the ordering portal so as to expand beyond only name stamps.
- > to expand the number of stamps models ordered through the template
- > to continuously look for new ordering channels e.g. ordering via mobile app