

Enhancing User's Experience via Online Name Stamp Ordering System

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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.



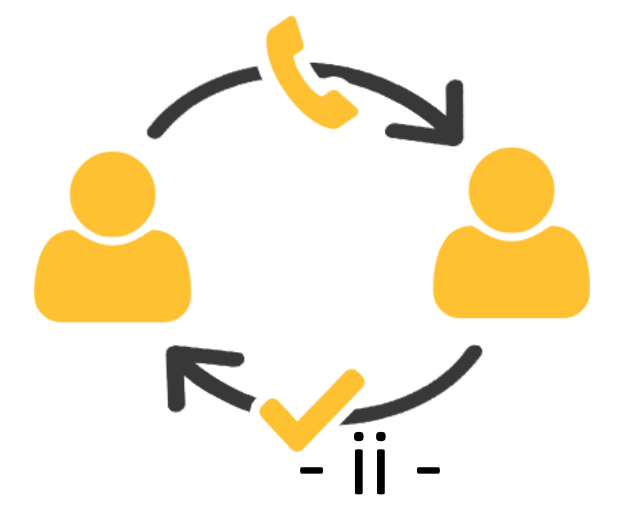
Though it seems like a simple purchase, it involves plenty of verification of the artwork and several approvals.

2. Aims

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



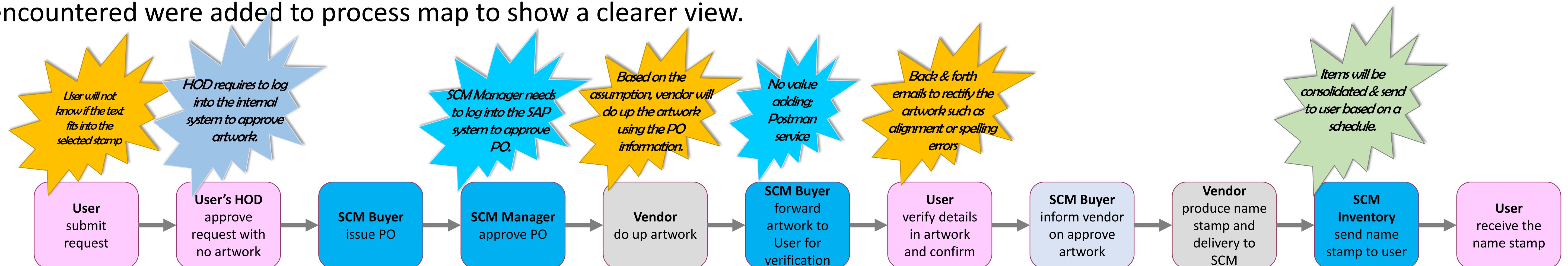
To shorten the ordering process of name stamps



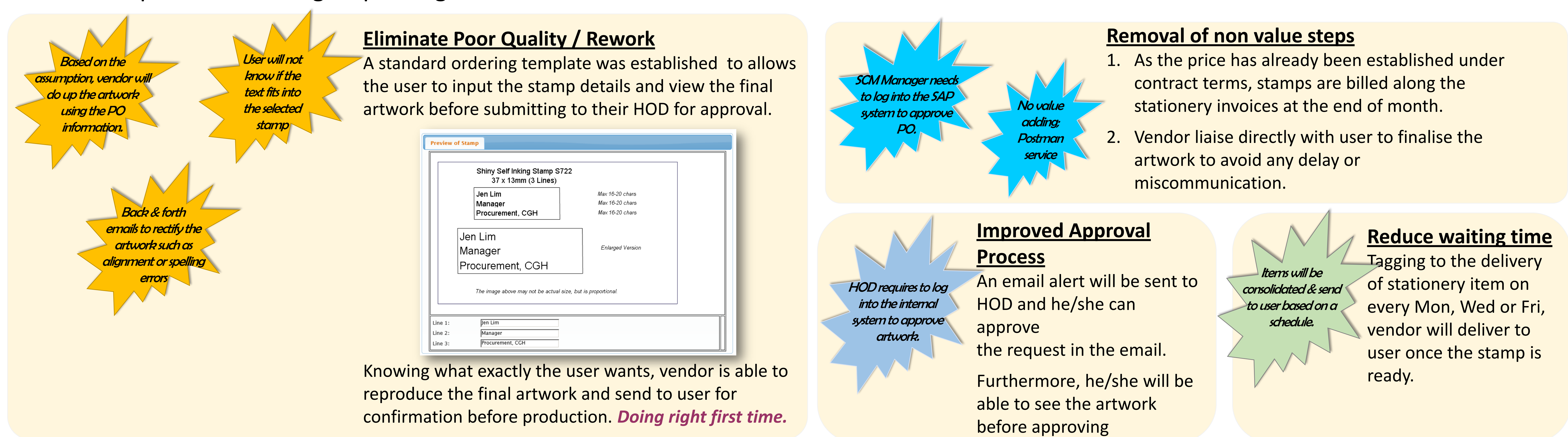
To eliminate errors (alignment, typographical)

3. Methodology

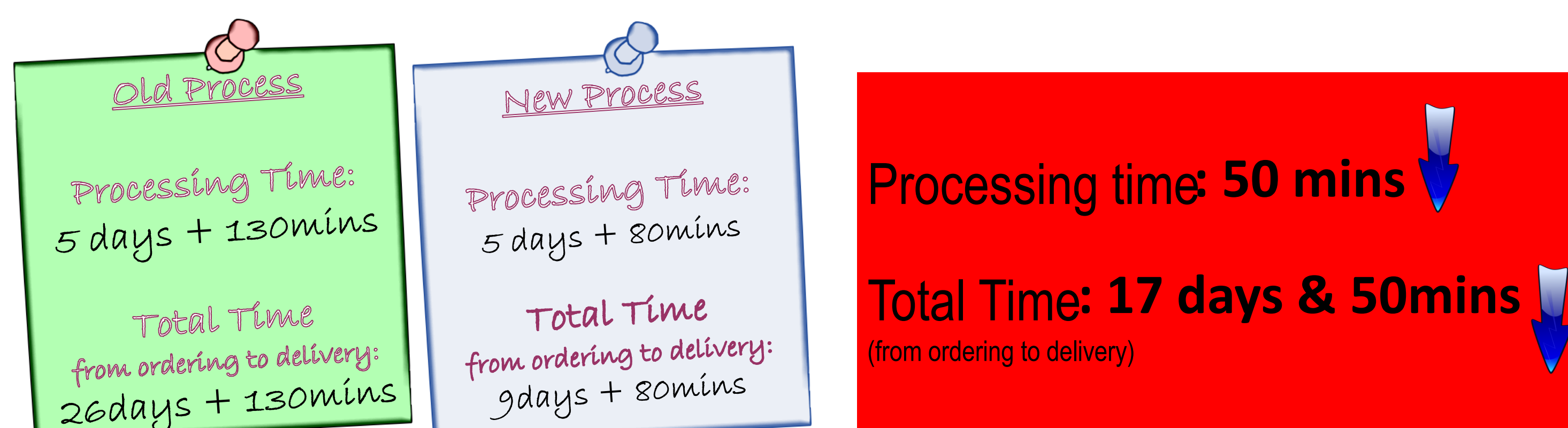
1. The whole process flow for ordering the name stamps was mapped out. Subsequently on the process flowchart, the problems encountered were added to process map to show a clearer view.



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



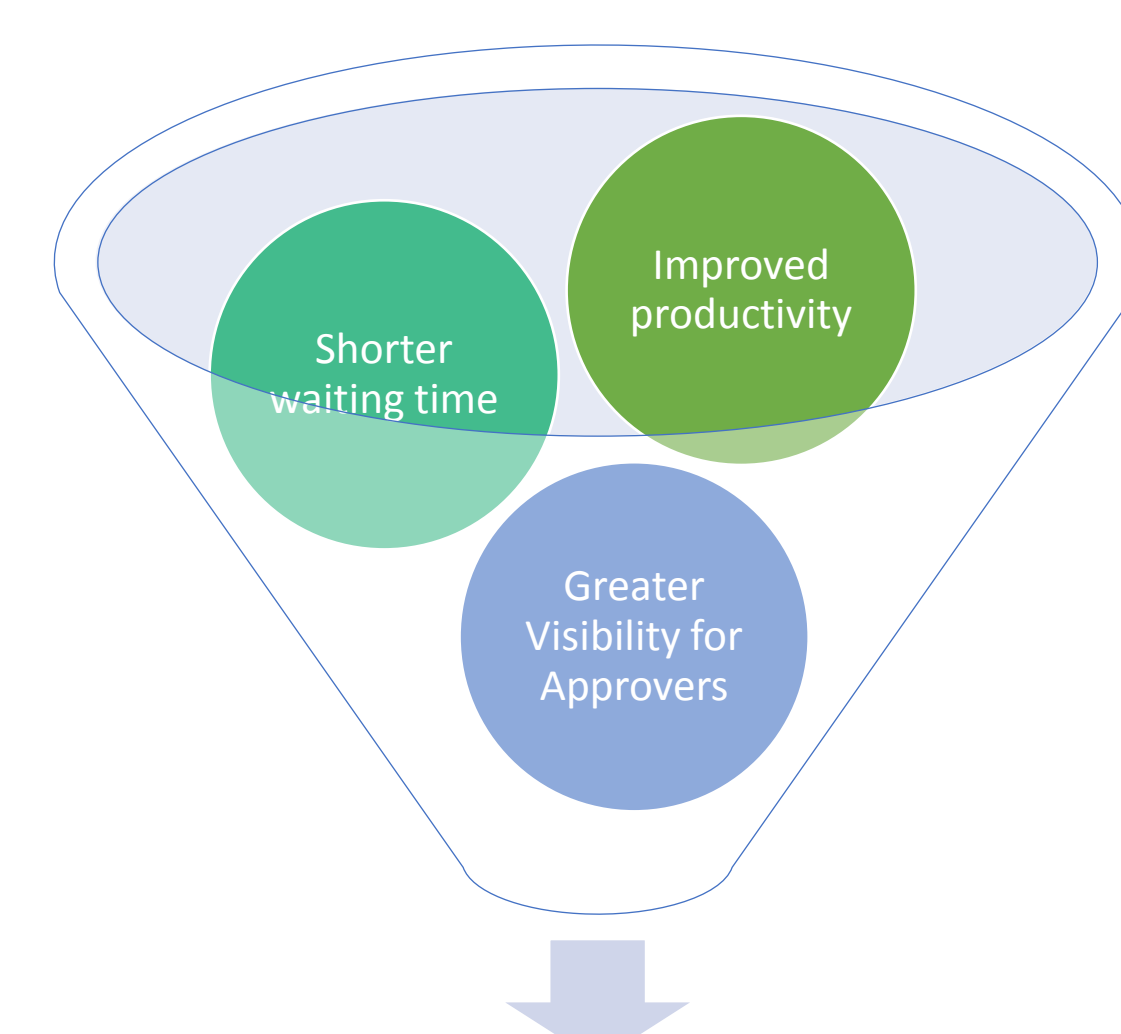
4. Results



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

Artwork can be saved for future purchase, hence further reducing the request time & also improved consistency of stamp in the department

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