



Singapore Healthcare
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Streamlining of Work Process for Job Applicants' Application

Human Resource Department

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BACKGROUND

HR will print hardcopies of the job applicants' Curriculum Vitae (CV) and send it via internal mail to interviewers for shortlisting.

HR needs to spend time writing summary of the applicants' details and prepares a memo for interviewers to indicate their interview dates. Rejected applicants will receive hardcopy application outcome letter via mail signed by HR. Softcopy CVs will be kept and then deleted after 12 months.

Thus resulted in longer hiring process and wastage of resources.



AIM: ✓ Improve work efficiency
✓ Cost and time saving

Old Process



CHALLENGES

- ☐ Print thousands of hardcopy CVs per year
- ☐ Manual work to indicate short summary on the CVs
- ☐ Takes a few days for the CVs and memo to reach interviewers via internal mail and vice-versa
- ☐ Applicants may have found a job → need to source for applicants again and repeat the whole process
- ☐ Hardcopy forms lost in transit which requires rework & reprint
- ☐ Needs to prepare application outcome letter to rejected applicants and get it signed before posting the mail out.



New Process

SOLUTIONS



Improved Correspondence with Applicants

CVs are now sent via email. Correspondence on shortlisting and arranging of interviews are also done via email which is more instantaneous and efficient.

Improved Internal Process

HR no longer have to draft applicants' summary and memo. Application outcome letters for rejected applicants are now sent via email instead of printing hardcopy letters to be signed.

Improved Data Management

CVs are uploaded into a Shared Box in Infopedia and interviewers will view the CVs via a link sent to them. CVs will automatically be removed after 3 months. There is no need for HR to manually remove the CVs in our email attachment after 12 months.

SAVINGS

108 hours

Manhours per year
reviewing 1300 CVs



\$30

per year on
printing paper



\$10,120

Manpower per year

CONCLUSION

The new process has helped HR in saving printing and paper cost, time and effort spent in the shortlisting process. Stakeholders welcomed the improvement as recruitment turnaround time and the response to the applicants is faster. Positions gets filled faster, leading to lesser disruption in the overall work processes for NHCS.