

Transformation of Pest Control Reporting

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Introduction

Pest Technicians are tasked daily managing routine, adhoc and follow-up inspections leaving them limited time to produce the paper-based recording report format which is time consuming and lacks details, resulting in a delayed response to users, issues and follow up actions.

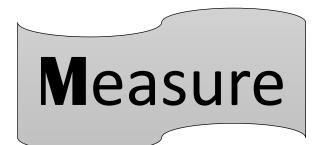


Transform work process and procedure to enhance efficiency and focus on human touch.

Methodology - DMAIC



The paper-based manual recording report format is time consuming and lacks details, resulting in a delayed response.



Time spent to manually transcribe the service reports for submission. Current process takes **7 steps** and total process time of **3002 minutes** (50.03 hours) to complete.



Current manual reporting resulted in time spent writing and transcribing for submission. Lacks photos which can clearly defined issues. Writing sometimes be illegible.

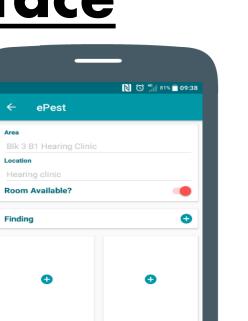


Pest control inspection and treatment are recorded on real time basis. Minimise man hours required to perform paper reporting.



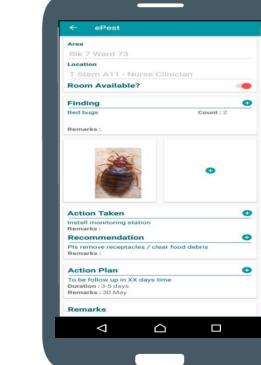
Supervision, feedback and training

Application User Interface



Singapore

General Hospital

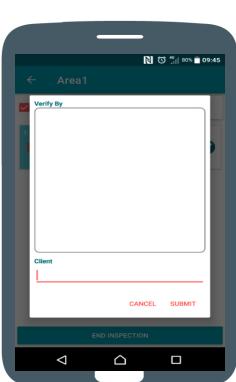


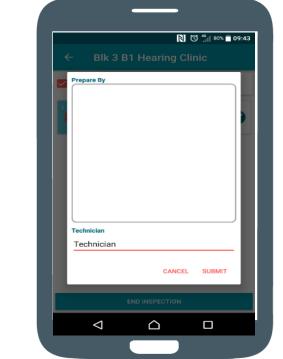
Scan Location RFID

Inspection form

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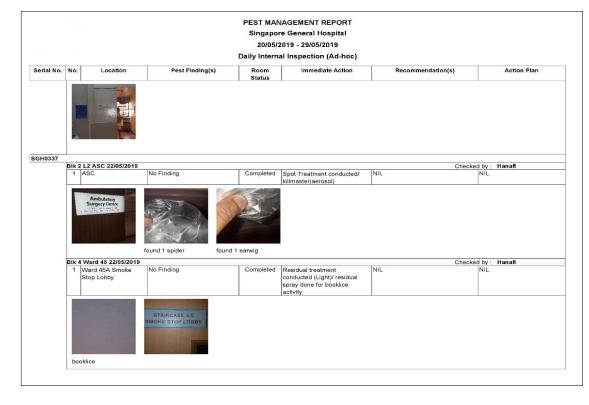
Take photo





Technician Sign

User Verify



ePest Report

Current Practice: Time spent to manually transcribe the service reports for submission. Current process takes 7 steps and total process time of 3002 minutes (50.03 hours) to complete.

Require

Minutes

1920

Minutes

- Step 1:
- Technician attend service call.
- User acknowledge job completion by signing off on the report to certify the work is completed.
- Step 2:
- Technicians to manually write report. Each technician require **30 minutes** • 3 technicians = **90 minutes**
- Step 3:
 - Technicians to walk from Pest Store to ES Office to submit the written report
- Step 4:
 - ES to manually track reports. Reports will be circulated to ES OEs for acknowledgement and action. • Manual report will be filed.

 - Step 5:
 - Manual carbon copy service report will be collected by ISSPM on either Wed/Sat to ISSPM QA at
 - Step 6:
 - ISSPM QA to transcribe carbon copy service reports for monthly report submission
 - Step 7:
 - ES to manually verify the transcribed monthly report vs daily tracking file

Digitized System: Significant reduction of man hour from 50.03 hours to 2.5 hours, a saving of 95% and shorten total process time from 7 steps to 5 steps to complete.

Require

- Step 1:
- Technician scan RFID at entrance to create ePest report
- User to sign on the app to certify job is completed
- Scan RFID when job is completed
- Step 2:
- Technician to create ePest reports with pictures require 10 minutes. 3 technicians = 30 minutes
- Sync the ePest report at end of day
- Synced reports will auto blast to ES at 11pm daily

Minutes

Minutes

- Step 3:
 - ES OEs/AE to read the reports next day
 - Time taken to read ePest report: 5 minutes 1 OE, Total time taken for 9 OE + 3 AE = 60 minutes

20 Minutes

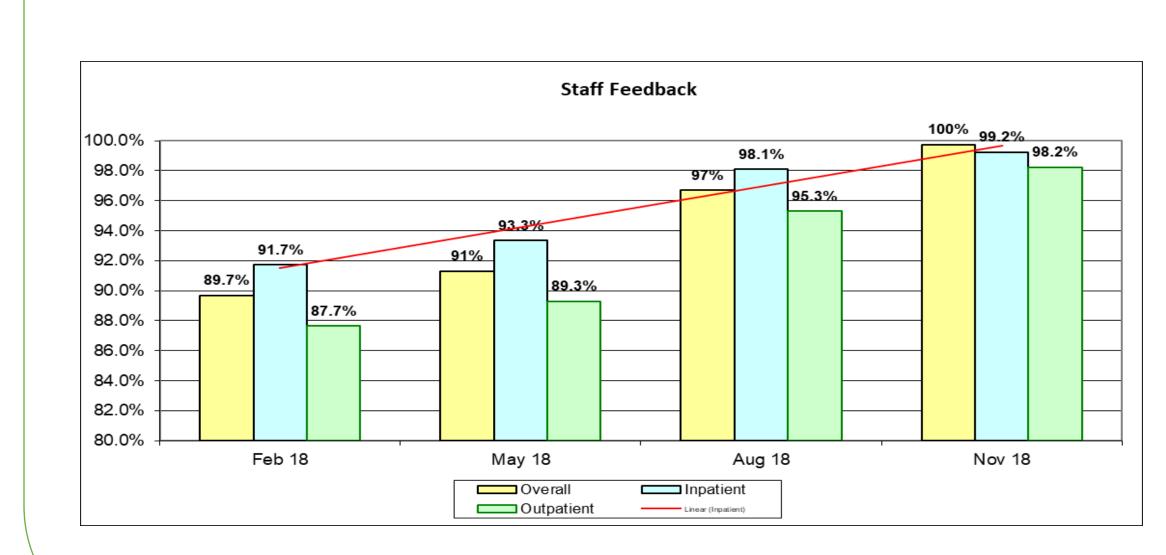
Minutes

- Step 4:
- ePest report tracking: 15 minutes
- Extraction of ePest reports: **5 minutes** to send to users

• Step 5:

- ISSPM QA to transcribe reports for monthly report submission: **30 minutes**
 - ES to manually verify the monthly report: **10 minutes**

Results *



With the use of technology:

- Able to monitor real time response time for inspection & treatment
- Increase in accuracy and accountability as all the data are automatically captured in system
- Significant reduction of man hour from 50.03 hours to 2.5 hours, a saving of 95%
- Reduction in time and process allows technician to enhance communication with users on preventive measures and treatments
- Evidence-based staff feedback rating of above 95% since the implementation of ePest system
- Inclusion of photos in the report and digitized writing improved detailed communication to users

"I noticed since the launch of app, pest control guys were more patient in explaining the Dos and Don'ts"

SSN Eleanor Ng **Transplant Centre**

