

Transformation of Pest Control Reporting

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Introduction

Pest Technicians are tasked daily managing routine, ad-hoc 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.

Aim

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

Methodology - DMAIC

Define

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

Measure

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.

Analyze

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

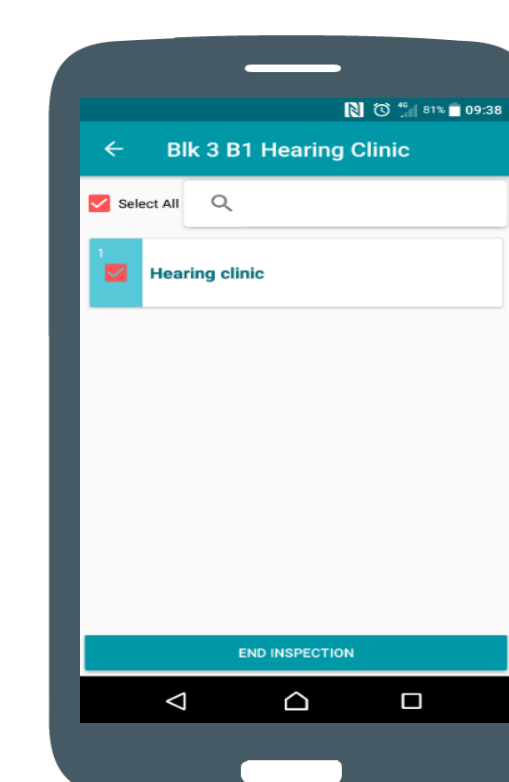
Improve

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

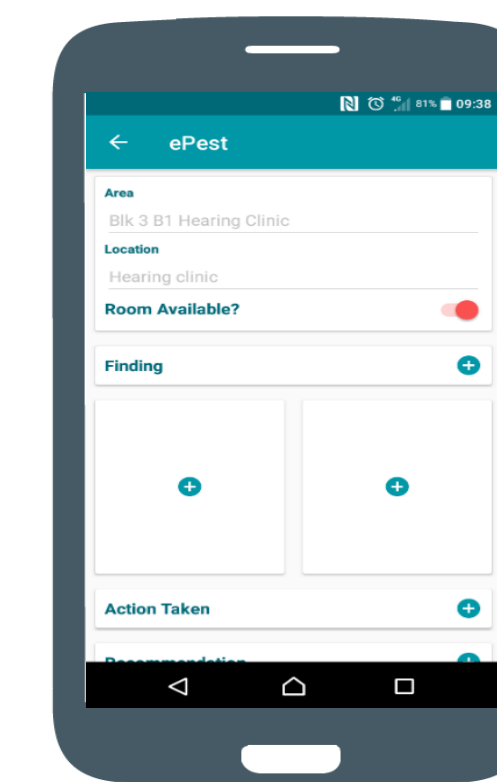
Control

Supervision, feedback and training

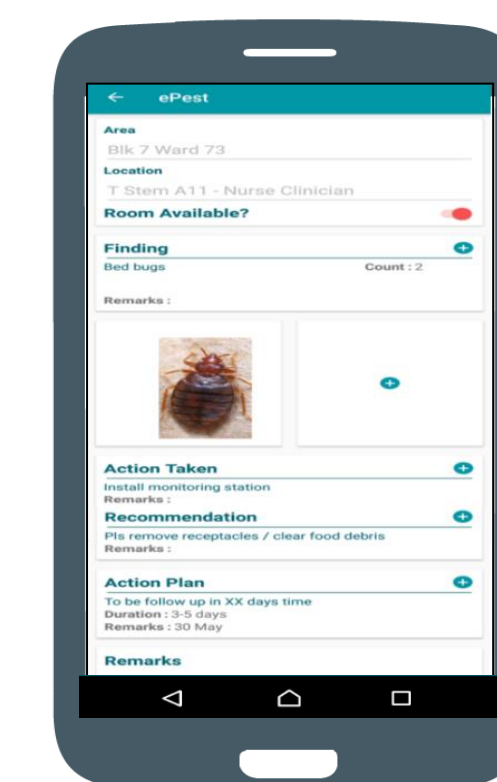
Application User Interface



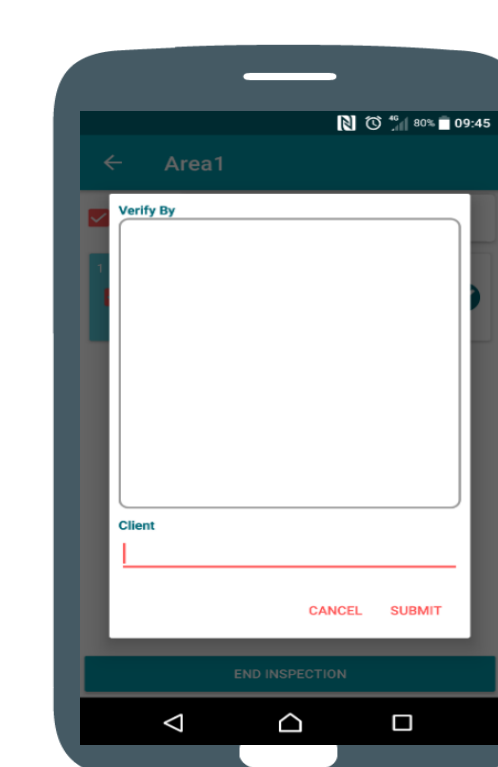
Scan Location
RFID



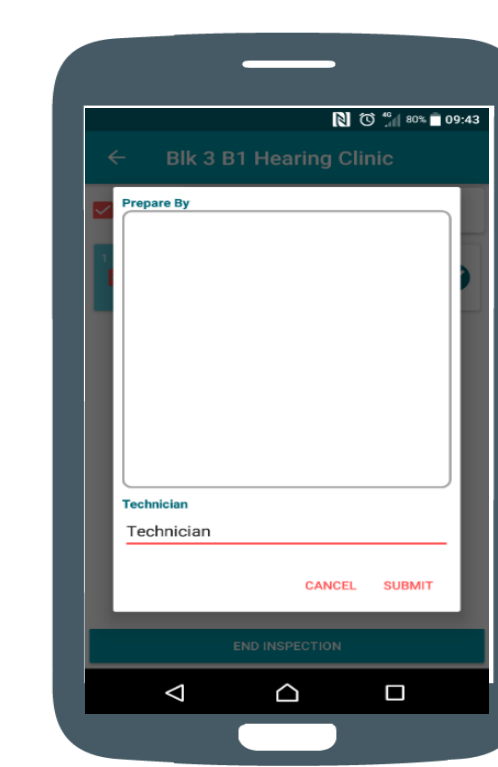
Inspection
form



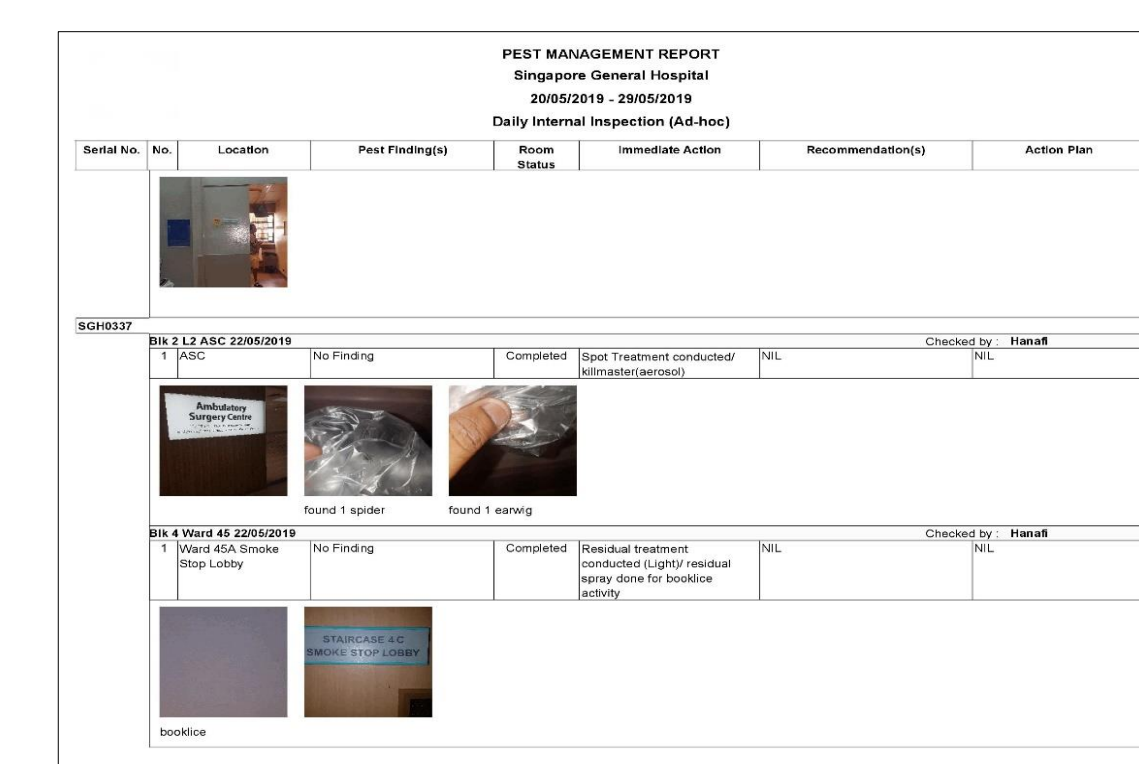
Take
photo



Technician Sign

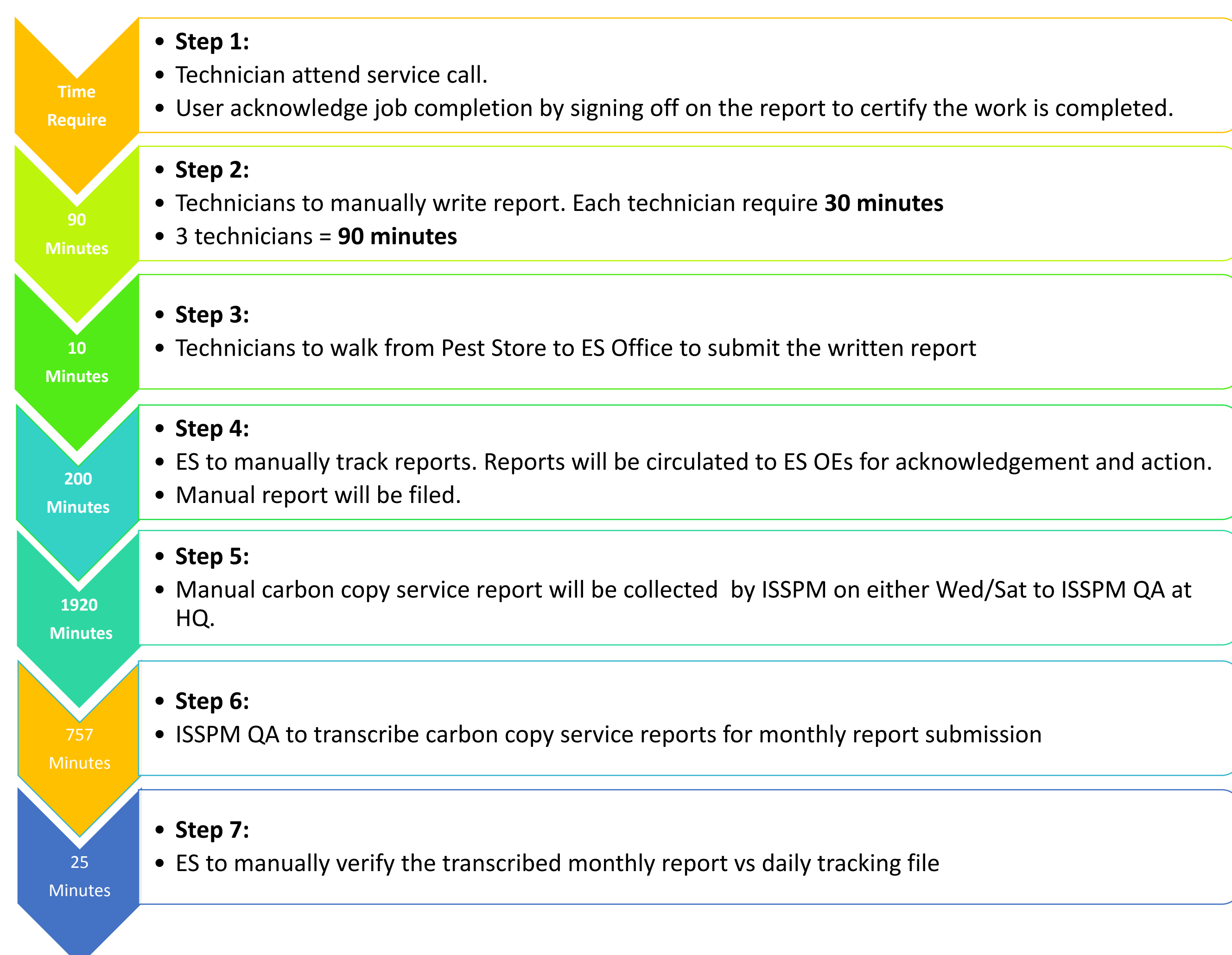


User Verify



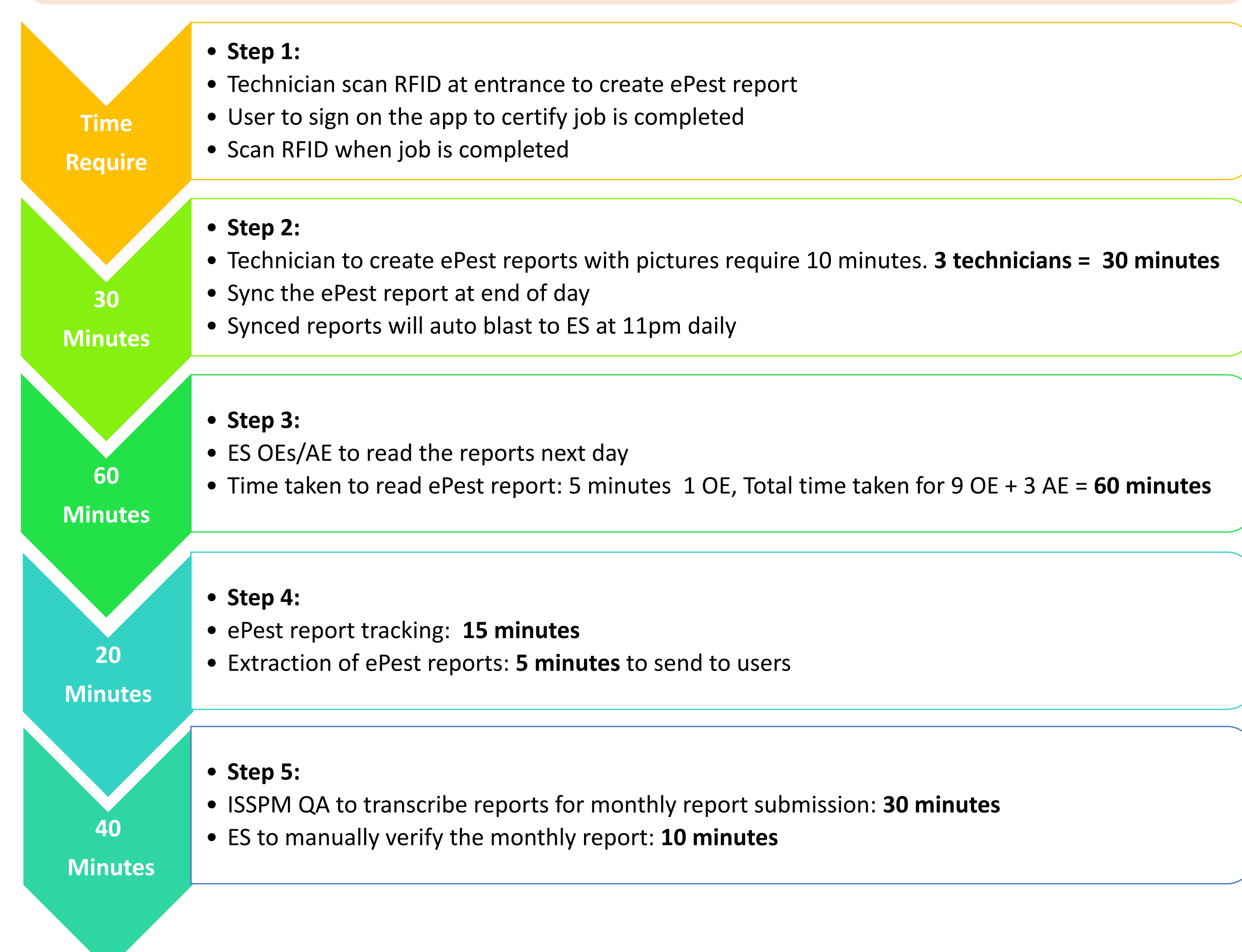
ePest Report

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.

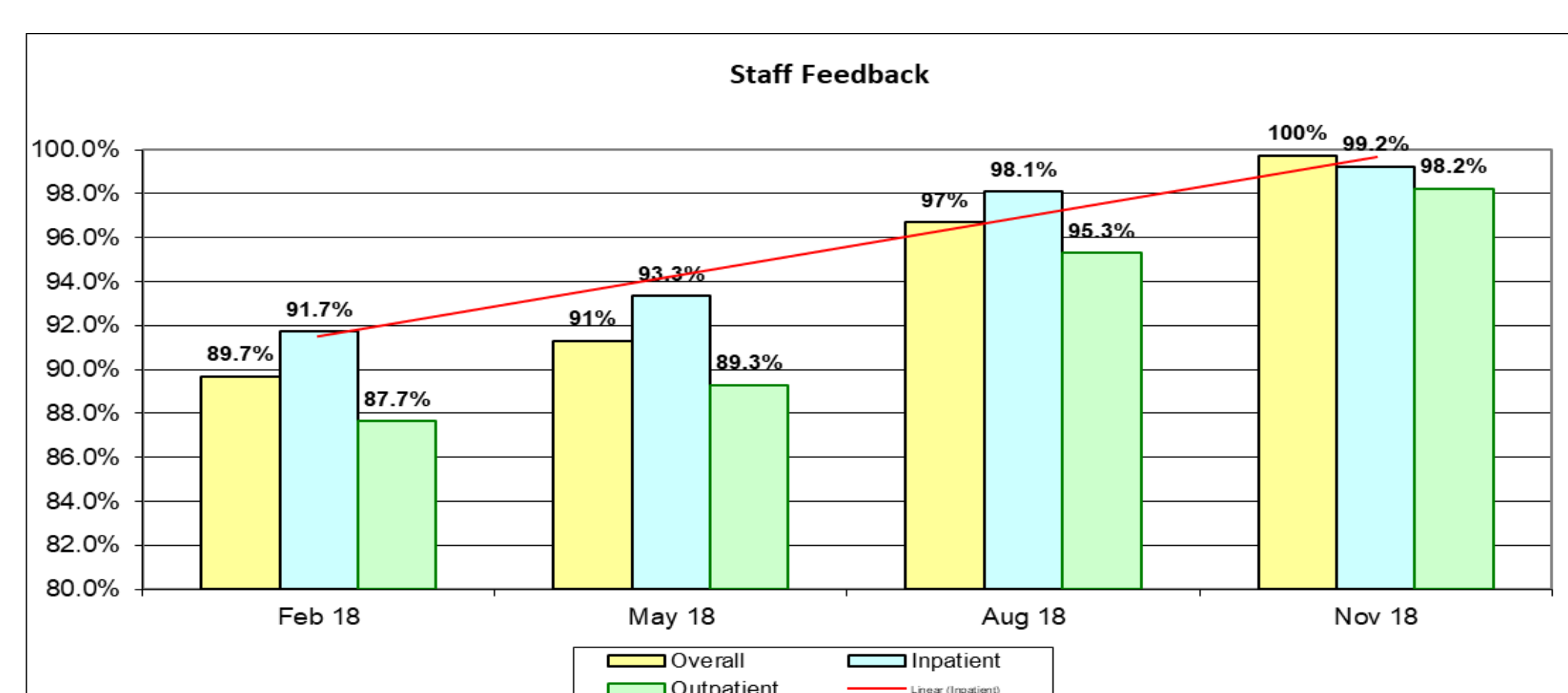


VS

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.



Results ★



With the use of technology:

1. Able to monitor real time response time for inspection & treatment
2. Increase in accuracy and accountability as all the data are automatically captured in system
3. Significant reduction of man hour from **50.03 hours to 2.5 hours, a saving of 95%**
4. Reduction in time and process allows technician to enhance communication with users on preventive measures and treatments
5. Evidence-based staff feedback rating of above 95% since the implementation of ePest system
6. 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

