



Enhancing Productivity through Consolidation of Procurement for Corporate Gifts

Singapore Healthcare Management 2022

SingHealth Strategic Human Resource (Manpower Development & Scholarship & Awards)

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INTRODUCTION

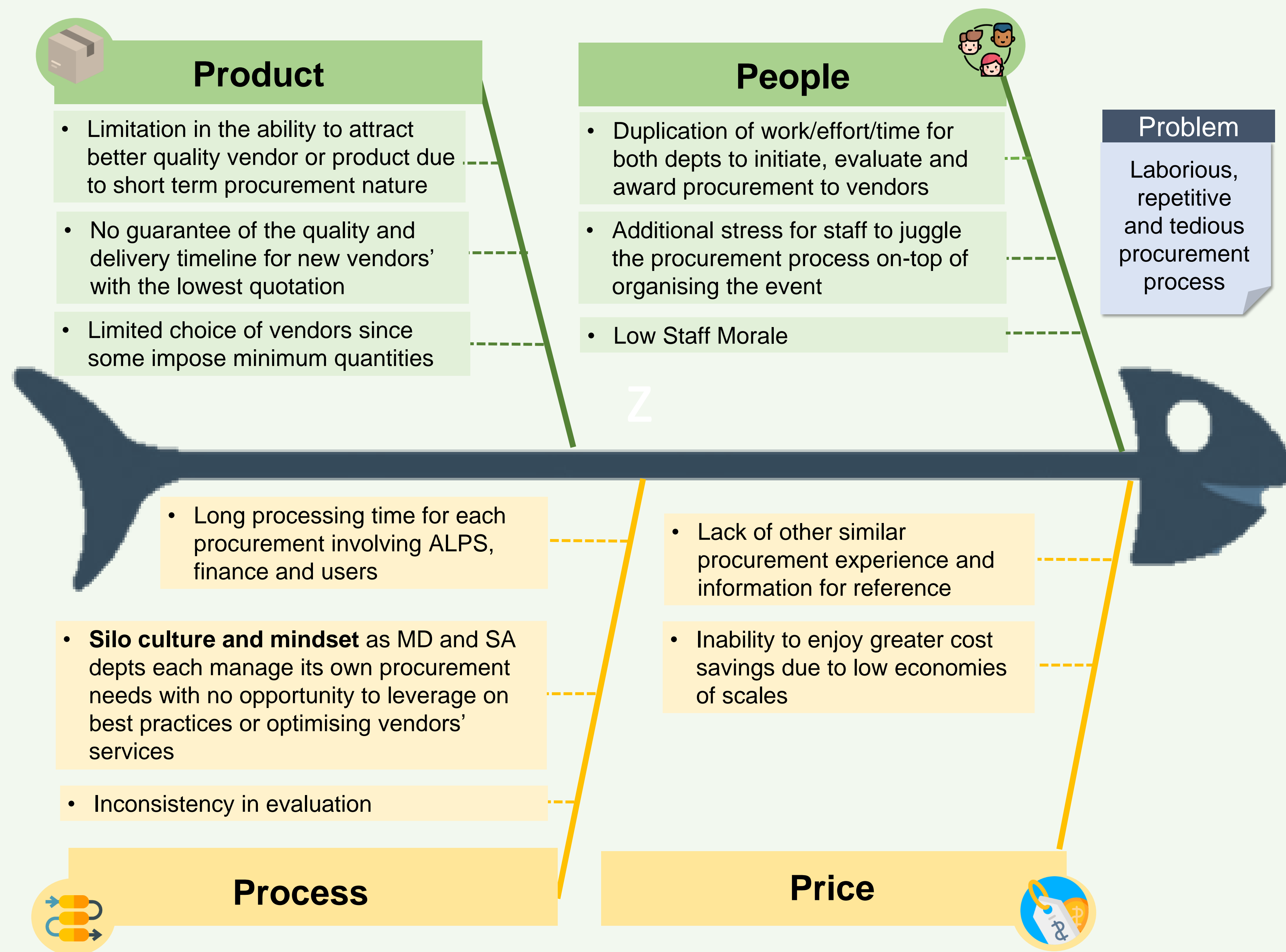
Previously Manpower Development (MD) and Scholarship & Awards (SA) departments would procure their corporate gifts separately for their respective events. This has resulted in duplication of efforts and higher unit costs for the 2 departments. Hence both departments had embarked on the project to streamline the procurement of common award items or corporate gifts so as to optimise the budget for SingHealth through bulk purchases to derive better economies of scale and to eliminate duplication of work for better efficiency and greater joy at work for the staff.

Through this project, the team aimed to achieve the following:

- Reduce the duplication of manpower and time required from MD and SA to initiate, evaluate and award the vendors for each item based on their respective events' requirement/timeline.
- Negotiate for better pricing due to economies of scale
- Eliminate time pressure/stress to staff in both departments so that they can redirect their time from the procurement process to other areas of event organising.

METHODOLOGY

To assist the team in addressing the issue, the **Fish-Bone diagram** analysis was used to identify possible causes of the problem.



SOLUTION

The project team reviewed the corporate gifts needs of both teams' events and saw the potential to centralise the procurement of corporate gifts which are used in both teams' events.

This opportunity spurred the team to embark on a project to consolidate the procurement of corporate gifts.

HOW?

- Reviewed the corporate gifts needs of both teams' events
- Identified the potential to purchase corporate gifts that could fulfill the corporate gifts needs across both teams for 3 years
- Sourced for suitable corporate gifts and vendors

Type of Corporate Gifts

S/N	Corporate Gift	Purpose of Corporate Gift	Target Audience
1	Drawstring Pouch	Easily distributed to the masses while raising brand awareness	Students who attend career talks and outreach events
2	Canvas Tote Bag	For recipients to store their plaques and certificates while reinforcing corporate identity	Award recipients of award ceremonies organized by MD & SA
3	USB Traveller Extension Plug	Token of appreciation	Staff who participate in events organized by MD & SA

- Purchased corporate gifts via one consolidated procurement cycle



RESULTS

The elimination of the duplication in procurement process resulted in an increase in overall productivity and cost savings within the department and extended across to ALPS and Finance. With the time savings, this has allowed both teams to optimize their resources in other more important aspects of the event organizing.

BEFORE

- Duplication of work processes
- Low productivity
- Low economies of scale
- Low staff morale

AFTER

- 52.45** savings of man days
- Cost savings of **\$11,088**
- Enhanced productivity due to elimination of work duplication process
- Higher economies of scales resulting in better negotiation terms
- Better staff morale due to time saved in the procurement process

POSITIVE FEEDBACK



"Having one consolidated procurement process is an excellent initiative. It has taken a significant workload off my shoulders and allowed me to focus on other aspects of the event planning!"

- A colleague from MDSA

"Consolidating the requirement of 2 teams' corporate gifts into 1 request has helped to reduce the paperwork required for repeated purchases"

- An ALPS purchasing officer

CONCLUSION

Overall, the consolidation of procurement of corporate gifts has provided a **significant improvement on staff morale** and generated a **positive impact on both teams' operations, finances and productivity levels**. The elimination of duplication in work processes has not only improved staff morale but also **created joy at work**.