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Systemized Order Fulfilment Process with Centralized Database

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STAGE



# 1.0 Introduction

- ✓ To establish system that allow users to manage PHI PO consumption tracking, enable order creation and status tracking through centralized database, generate transactions for GI posting in SAP and enable finance to retrieve required data for product billing.
- ✓ To ensure PHI drawing stock within committed PO quantity allowing orders status being tracked from end to end of the ordering process and recording order transactions systematically in database.
- ✓ To have a functioning order processing system as a solution for pandemic situations where supply chain operations need to be setup swiftly without EDI and ERP systems being readily available.

# 2.0 Methodology

# STAGE

### **Current Manual Process**

- Receive orders in Excel from institutions for processing
- > Manually validate order details correctness prior submission for delivery arrangement

# Requirements Identification and System Development

- > Assess current ordering processes to identify system requirements
- > Align with all parties to standardize the ordering process and template
- ➤ Work closely with CIO office *for system* development, UAT and Go-live planning

# **Desired Systemized Process**

- Receive order form in standard format
- > Automate order details validation and entries into database
- > System generated ordering file for warehouse ops to fulfill orders
- Enable <u>GI posting</u> in SAP and <u>finance</u> <u>billing</u>

# New System Developed: 02P0MS

# **System for Ordering**



- Upload Ordering Form
- ➤ Validate Order Details
- ➢ Generate Warehouse Order File
- ➤ Generate Goods Issue Posting File

# **Database for Records**



- > All In One Master Database
- Ordering Record Database
- Delivery Details Database
- > Item UOM Database
- Billing Code Database

- ✓ Minimize data entry error by uploading order
- ✓ Improve order details accuracy by system generated warehouse order file
- Improve SAP posting accuracy by system generated GI posting file
- Order details are populated and validated based on database maintained in system
- ✓ PHI PO details and consumption tracking are maintained in AIOM database
- Enable finance to bill PHI based on GI posting transaction and PHI PO details

## **Overall Result**

- ✓ *Improve accuracy* on order details and GI transaction in SAP
- ✓ Remove manual effort of order validation, order compilation and order details update
- √ Record orders in database automatically for order tracking and follow up
- ✓ Reduce processing time by 12 minutes per order

### 3.0 Result

- O2P Order Management System (O2POMS) has been developed with PO management and order management functionality by the project team. All transactions and records managed through O2POMS are maintained in database. Continuous enhancements have been identified and developed after system go-live.
- With the implementation of O2POMS, overall time savings of 12 minutes per order has been achieved by removing the effort of manual order validation, manual order compilation and manual order details update. Order transaction report generated from system to perform GI posting in SAP has also improved the accuracy which enable on-time billing to PHIs.



### 4.0 Conclusion

Implementation of O2POMS has proved improvement in term of data integrity and accuracy, shorten order processing time, systemized orders transactions record and enable on-time product billing to PHI. These are all essential criteria toward achieving operational excellence.