



**Singapore Healthcare
Management 2015**

Effective documentation and easy retrieval of Vendor's Proposal

Low Shook Hann
Kwan Fook Weng
Maggie Leung



KK Women's and
Children's Hospital
SingHealth

Nicholas Chia
Janice Oo



Background

Vendor's Proposal refers to a document which contains important information submitted by vendor such as tendered medical device information, HSA registration, service contract prices and vendor's after sales support.

Upon receipt of purchased medical device, MMD (Materials Management Department) Good Receiving (GR) team had to to:



Retrieve Vendor's Proposal
from Purchasing team and
photocopy one set
(15 Minutes)



Raise Asset Handing
Over (AHO) Form
(5 Minutes)

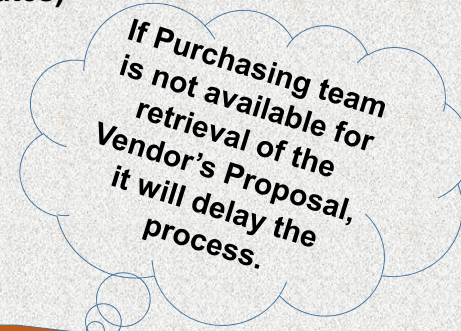


Send AHO Form with photocopy of Vendor's
Proposal and medical device to BME
(Biomedical Engineering) to arrange for
commissioning
(10 Minutes)



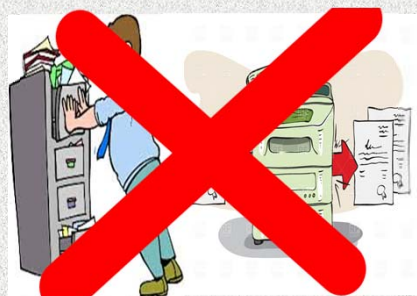
Total Time Spent = 30 Minutes

It is very time consuming for GR team to find,
retrieve and make copies of the Vendor's Proposal
for each medical device.



Methodology

BME and MMD brainstormed for solutions and decided to create a common shared-drive folder to store the Vendor's Proposal according to Purchase Order (PO) Number for easy retrieval by both departments. The most time consuming step will be eliminated.



Retrieve the Vendor's Proposal
from Purchasing team and
photocopy one set of it
(15 Minutes)



Raise Asset Handing
Over (AHO) Form
(5 Minutes)



Send AHO Form and medical device to
BME to arrange for commissioning
(10 Minutes)



BME retrieves the Vendor's
Proposal from common
shared-drive folder after
receipt of AHO Form and
medical device from MMD
(1 Minute)

Total Time Spent = 16 Minutes

Solution

In Jan 2015, MMD Purchasing team started to load the latest copy of Vendor's Proposal in the common shared-drive folder once PO is issued to the vendor. This eliminated the process on finding and photocopying the Vendor's Proposal for new medical devices delivered.

Conclusion



**Savings of \$840
manpower cost
per year**



**Increased
Productivity**



**Eliminated time spent to find and
photocopy Vendor's Proposal by
3,360 minutes per year**