

"We Being Change Agents To Achieve Better Work Life Balance For All"



Singapore National
Eye Centre
SingHealth

"We Being Change Agents To Achieve Better Work Life Balance For All"



"Self-closing eliminate waiting time as there is no need to wait for senior staff to close clounter."

"Close on time. Can go home to cook for my family."



"Save time. Can go back home early."



Team Members Involved:

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Background

Staff has to wait for closing counter staff in order to close their counter. The time is wasted as the closing counter staff may be held up to close another counter.

Objective

To increase staff productivity using lean management principle.

Current Closing Counter Process

Wait for closing counter staff on duty in order to close counter.

New Self-Closing Counter Process

Empowerment staff to self close their own counter.

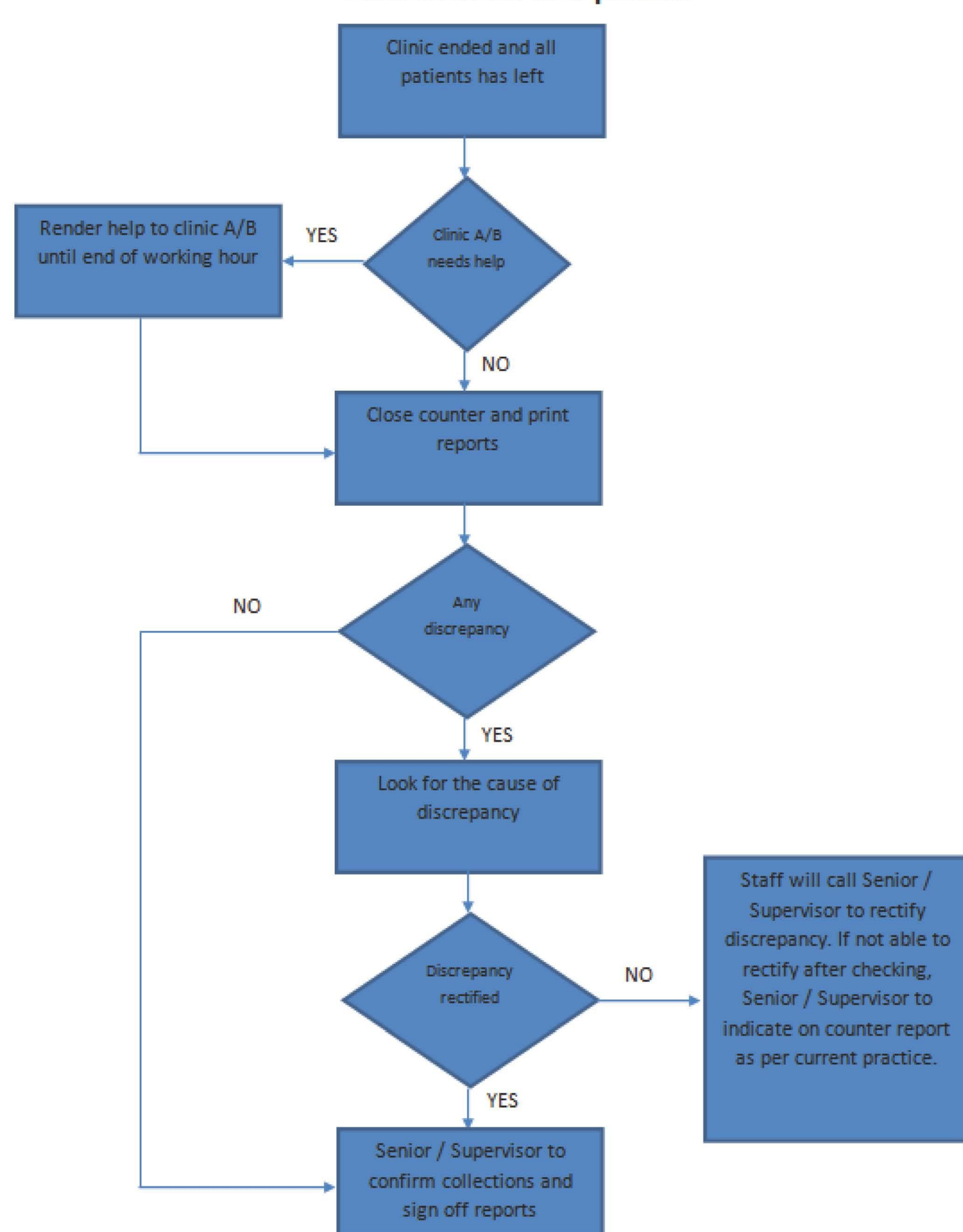
Overcame Challenges of New Work Process

1. Cleared financial internal control concern with Management.
2. Staff need to relearn to ensure accuracy & accountability for receipts collected.
3. Overcome staff fear in workprocess change.

Benefits

1. Improved work life balance as staff is able to close their own counter and to sign off from work early.
2. Do not need to wait for others to close their counter.
3. Encourages ownership for own counter collection.
4. Eliminate the need for extra manpower for counters closing result in manpower savings.

Flow chart for new process



**Do More with Less
ANNUAL SAVINGS IN
MANPOWER COSTS**
\$73,000

