



Singapore Healthcare  
Management 2015

# Holistic Approach to Product Code Management

SingHealth Group Procurement Office  
Wong Weng Foo  
Goh Luan Keng

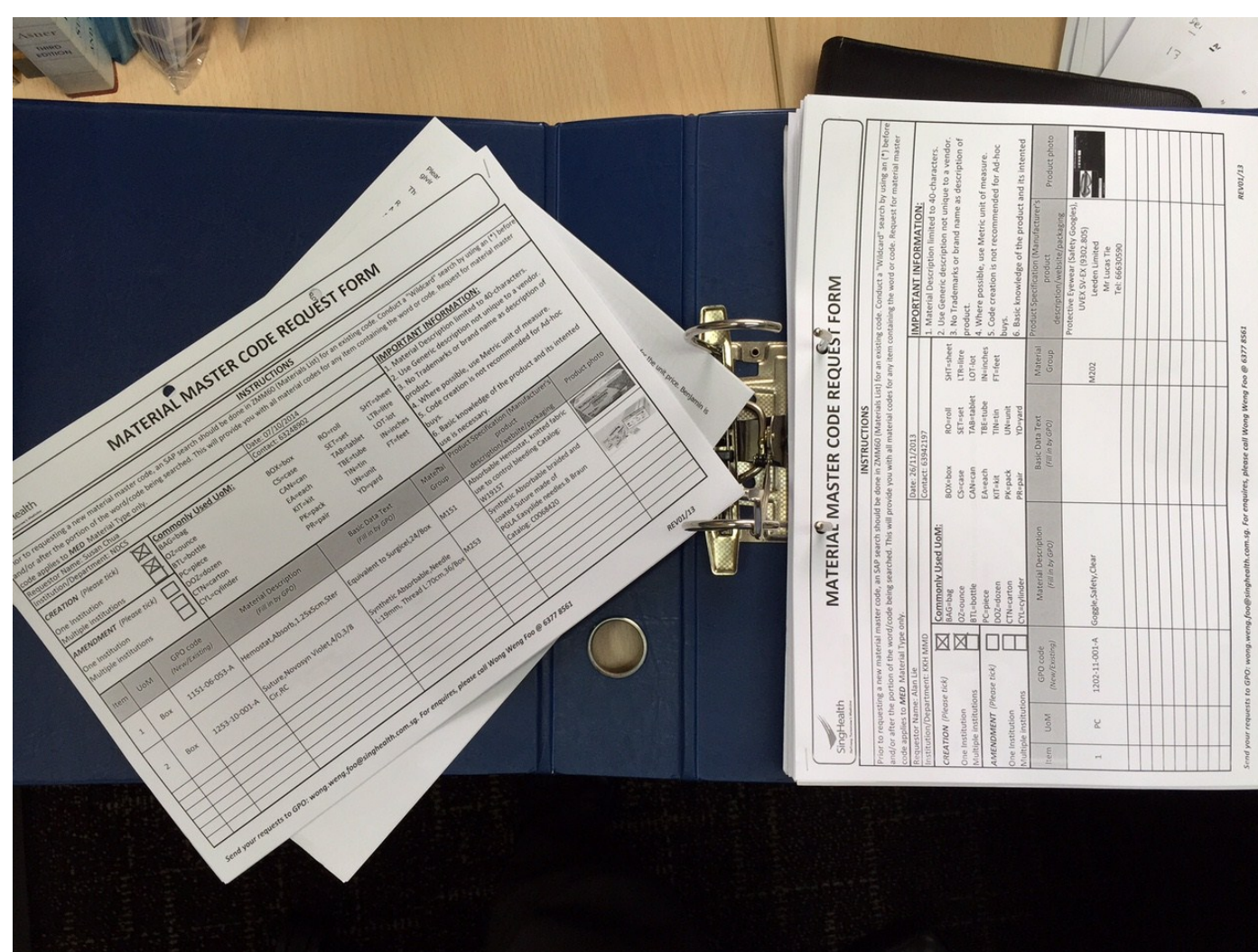


SingHealth  
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## 1. Background

### PAIN POINTS IN CURRENT PROCESS

1. Manual Form submission through email exchanges
2. Turn Around Time: 3-5 days (depends on clarity of information given)
3. No visibility of existing/new codes by other institutions
4. Search was ineffective through SAP



### IMPLICATION

1. Slow and inefficient process in managing codes
2. Lack communication and Change Management process in code governance
3. Resulting in 30% duplicate codes
4. Challenging in data mining for analytics purpose

## 2. Objective

Provide a Web-based Product Code Management System to efficiently track and manage Product Codes and description

## 3. Implementation

### PROCESS CHANGE DRIVERS

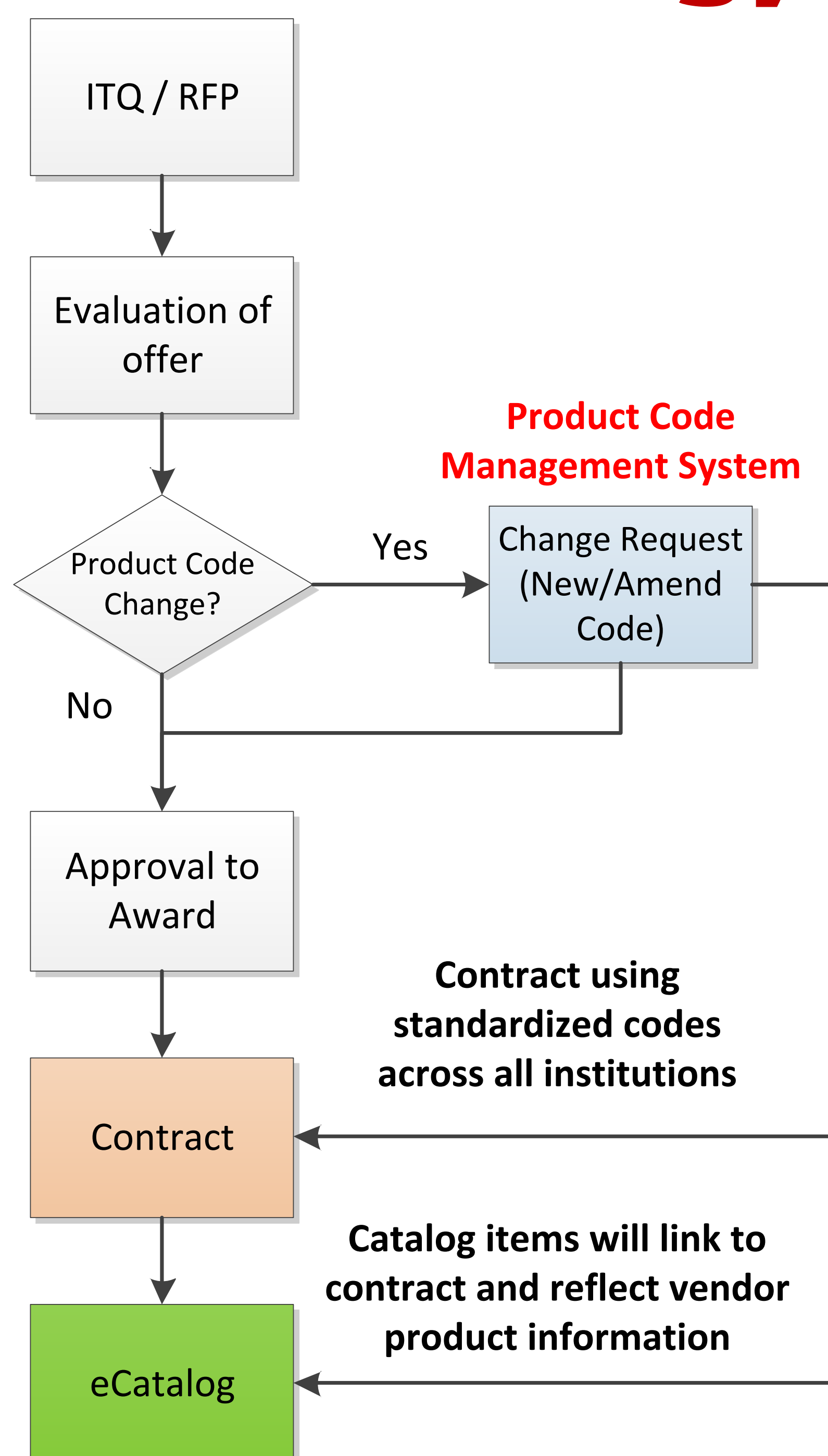
- Change request starts at new ITQ/RFP
- Introduce Change Control Process
- Balance between stores management and procurement needs
- One set of code for same product across the cluster



### SYSTEM DELIVERABLES

- Accessible anytime, anywhere
- Change Alerts to users and administrator
- Easy and Speedy search function
- All SingHealth institutions onboard
- Standardization of product codes

## 4. Methodology



## 5. Result

The System has successfully **"Go Live"** in Feb 2015 and **Nine** Institutions have used the system to submit Change Request. More than **50 codes** have been created so far...

The benefits are,

1. **Efficiency** in end-to-end process of Product Code creation/amendment in **2 hours**, inclusive of approval
2. **Visibility** to all institutions in tracking Change Request so as to reduce duplicate codes
3. **Centralize** product code creation in GPO strives toward standardization
4. **Governance** in Product Code and description nomenclature
5. **Accuracy** in getting a good match of code created in this system

Material Code	Material Group	Material Description	Created On
1114-02-020-A	M114 : BLOOD COLLECTION SYS	Bld Col, Micro, PP, w/ Citrate 3.2%, 1ml, Blue	18/06/2015
1601-19-001-B	M601 : RESTO CONSUMABLES	Filling Material, A2, Composite Resin	24/06/2015
1601-19-001-C	M601 : RESTO CONSUMABLES	Filling Material, A2, Composite Resin	24/06/2015
1601-19-002-C	M601 : RESTO CONSUMABLES	Filling Material, A3, Composite Resin	22/06/2015
1601-19-003-C	M601 : RESTO CONSUMABLES	Filling Material, A3.5, Composite Resin	24/06/2015
Q-1201-15-022-A	M201 : MEDICAL GASES	Delivery Charges for Small Cylinder	24/06/2015
Q-1201-15-023-A	M201 : MEDICAL GASES	Delivery Charges for Large Cylinder	24/06/2015

## 6. Conclusion

Product Code Management System is an Easy-To-Use, Single application that allows all users to ; search for codes, request new code, amend description, review, approve and auto update Change Request in SAP Material Master Record. It allows users with no access to SAP to search for Product Codes and submit Change Request.

Managing Product Codes requires both Product Code Management Process and the Web-based Coding System to be effective. Solution is also expandable to Pharmaceutical codes if required. Adding more Users and Institutions is quick and easily scalable. In addition with eProcurement ability, Product Codes will connect with vendors' product information in the eCatalog to reflect Product accuracy and multiple sources for similar product type.