



Requestor

Signs on Delivery Order

(DO)/Service Order(SO) &

sends original invoice and

DO/SO to ACP Business Team

Sends email request with



Suppliers

Give quotations to ACP Business

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Aim:

- To streamline processes and procurement functions so on to make it smooth and efficient for purchases initiated by SingHealth Duke-NUS Academic Clinical Programmes (ACPs) through their Duke-NUS Graduate Medical School (Duke-NUS) WBS (work breakdown structure) accounts.
- To leverage on credit terms, academic pricings and purchase items at the best possible prices with the closest match to the needs of requestors from ACPs.

Methodology:

S.M.A.R.T. Goal

Specific - Produce template for requestors to initiate purchases.

Measurable - Set KPI for procurement activities (see diagram).

Attainable - Discuss procedures and PR Form format with Duke-NUS.

Realistic - Compliance with Duke-NUS' Procurement Policies and Procedures.

Time-bound - Different timeline for local and overseas procurement.



No processes were established then.

Team with stated credit terms required information to specified item as per email ACP Business Team received Accepts the KPI: 5-7 supplier's quotation? No Continues sourcing for suitable suppliers Sample Work flow **Completes Purchase Requisition** for Small Value Receives email (PR) Form and sends email to requestor to obtain ACP Chair's **Purchases** Signature and Stamp. Seeks approval from ACP Prints out email and gets Chair and emails the Approval Signature scanned copy of signed PR • PR Form Form to ACP Business = Manager/ Deputy Director Team **Creates Procurement** Receives PO Request (ProR) in PR System Liaises with vendor on **Supplies Goods** delivery / Services **Receives Goods**

Attaches original DO/SO,

original invoice, approved

ProR and necessary quotations

to Duke-NUS Finance for

payment

ACP Business Team

Sources suppliers for the

Options

Discussions with staff from Duke-NUS Office of Academic Medicine (OAM) and Duke-NUS Office of Finance on the feasibility and endorsement of processes proposed.

Way Forward (Action)

- 1. Established Step-by-Step Procurement Procedures in Jul 2014.
- 2. Conducted individual briefing sessions for 11 ACPs on the Step-by-Step Procurement Procedures (Sep to Dec 2014).
- 3. Made progressive reviews on the procurement procedures.

Result:

nesuit.		Rosen's Breast Pathology	
Processes	Result	TOGRIF IDIJION	36%
Approval based on soft copy of PR Form submitted	Shortened processing time		Academic Savings
		Syed A. Red Edit Bore Frederick	
One-stop procurement service for ACPs	Lessened ACP administrator's role in procurement areas	MAN	
		echnology	
Quarterly Expenditure Report sent to ACPs on 5th working day	Up-to-date utilization of ACP funds at the shortest possible time	2/	50%
		The second secon	Academic Savings
Procure through Duke-NUS	Obtained credit terms and academic savings (if applicable)		

Conclusion:

With the creation of the one-stop procurement service, we are able to help ACPs save their time spent on procurement activities and enjoy savings from academic discounts.

In addition with the Quarterly Expenditure Reporting System, it eases the management of the funds in the ACPs' Duke-NUS WBS accounts as the amount of unutilized funds is made clearer to the ACPs. With the enhanced transparency, it significantly reduces the risks of ACPs over-utilizing or under-utilizing and make better planning on what are the items to be procured through ACP Business Team to draw down on their budget line.