

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.

Reality



No processes were established then.

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)

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

Result:

Processes	Result
Approval based on soft copy of PR Form submitted	Shortened processing time
One-stop procurement service for ACPs	Lessened ACP administrator's role in procurement areas
Quarterly Expenditure Report sent to ACPs on 5th working day	Up-to-date utilization of ACP funds at the shortest possible time
Procure through Duke-NUS	Obtained credit terms and academic savings (if applicable)



36% Academic Savings

50% Academic Savings

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.

