# Enterprise Workflow System (eWS) - Creating a Seamless Process to Increase Efficiency

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## INTRODUCTION

Singapore General Hospital (SGH) e-audit reporting system is named Enterprise Workflow System (eWS). This system is used to plan, initiate, conduct audit and manage improvement plans from the audit findings. It is primarily used by Accreditation and Licensing (A&L) Department to manage audit schedules and reports.
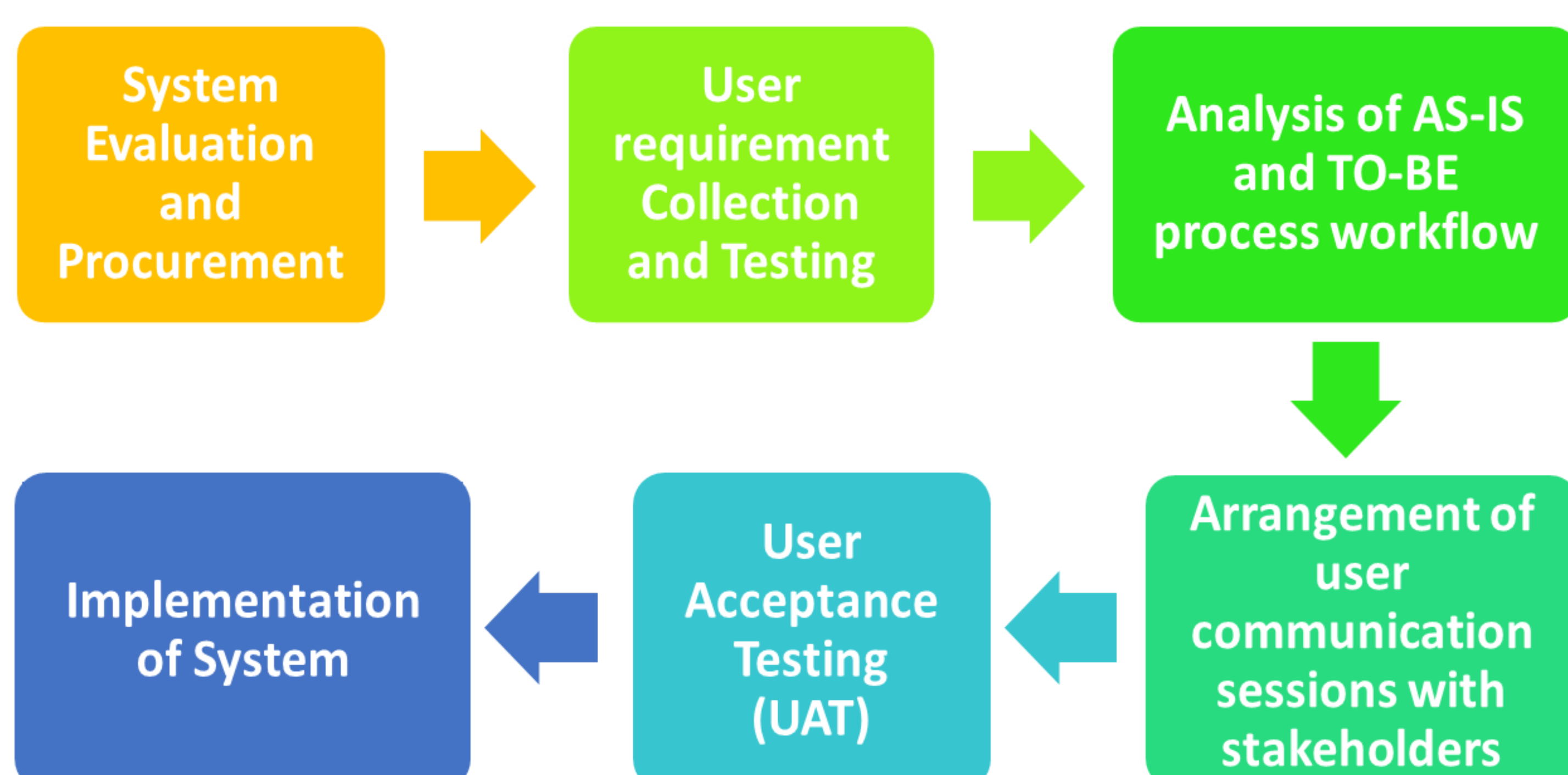
### PROBLEMS OF OLD SYSTEM?

- Disorganized and complex user interface
- Long time taken to create audit reports
- Manual tabulation of audit reports
- High system maintenance cost

## AIM & METHODOLOGY

To implement an Internal Audit System leveraging on the Cintellate platform to plan audit schedules, create audit reports and monitor audit findings. A system to better align SGH's Hospital-level accreditations and Department-level certifications.
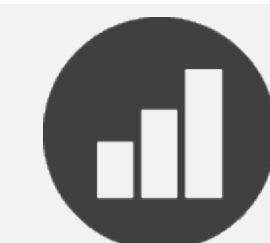
The team adopted a Project Management Methodology.

System Evaluation and Procurement → User requirement Collection and Testing → Analysis of AS-IS and TO-BE process workflow → Arrangement of user communication sessions with stakeholders → User Acceptance Testing (UAT) → Implementation of System
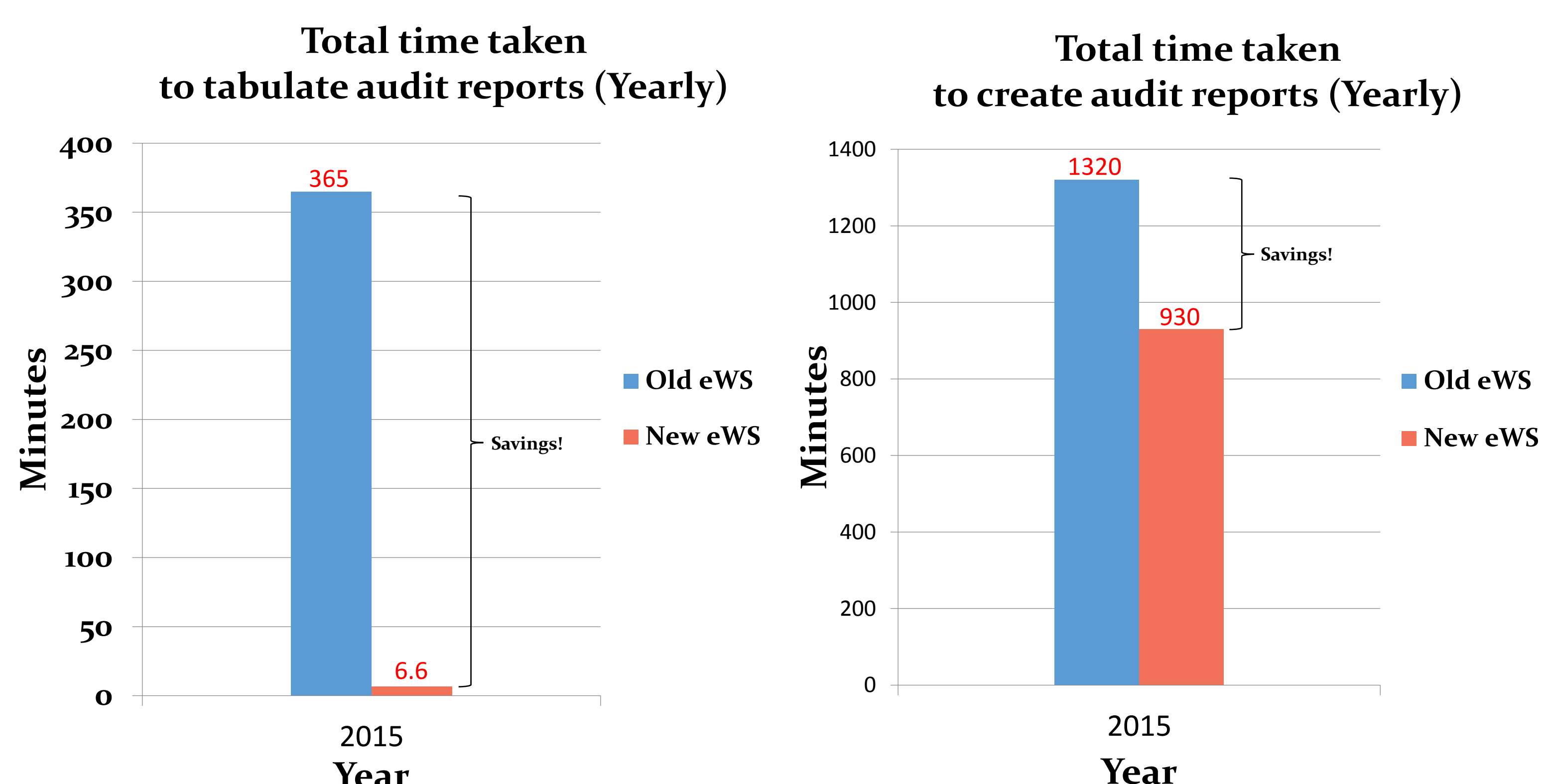
## CONCLUSION

The enhanced eWS system has simplified the processes and shortened the time taken for scheduling, conducting and reporting of the audit activities. The total time to create and tabulate audit reports in a year has reduced by 30% and 98% respectively.

An automated audit management tool like this allows related departments to monitor and improve their internal processes, therefore contributing to the performance and continual improvement of SGH.

## RESULTS

Other than a new user interface with a simpler design and colour coding to ensure smooth navigation, the new eWS system has significantly increased the efficiency and productivity of SGH internal audit workflow.

**Total time taken to tabulate audit reports (Yearly)**

Minutes — Old eWS: 365, New eWS: 6.6 (Year 2015)

**Total time taken to create audit reports (Yearly)**

Minutes — Old eWS: 1320, New eWS: 930 (Year 2015)

With the new system in place, the total time to tabulate audit reports in 2015 has reduced significantly from 6 hours to 6 minutes. Savings of 6.5 hours is also seen in the total time to create audit reports.

**Status of Closure for Audit Findings**

Start Date: dd/mm/yyyy
End Date: dd/mm/yyyy

| Classification | # Closed | # Open | Total |
|---|---|---|---|
| Discrepancy | XX | XX | XX |
| Observation | | | |
| EHS Audit Observations | | | |

**Scheduled v/s Audited**

Start Date: dd/mm/yyyy
End Date: dd/mm/yyyy

| | Scheduled | Audited | Balance |
|---|---|---|---|
| No of Department | XX | XX | XX |
| No of Department Under Tracer | | | |
| No of System Tracer | | | |

| Audit Scenarios | Audited |
|---|---|
| Internal EHS Audit | XX |
| Department Self Assessment | |
| Department Level Audit | |

| Department Pending Audits | Remarks |
|---|---|

On top of it, the annual maintenance cost of the enhanced system has reduced from $101,379 to $17,682 (5 years average), equating to a 82.5% cost reduction.

Annual maintenance cost has reduced from **$101,379 to $17,682**!

= **82.5% cost reduction!**