Singapore Healthcare Management 2016

eProcurement Simplified Guidebook

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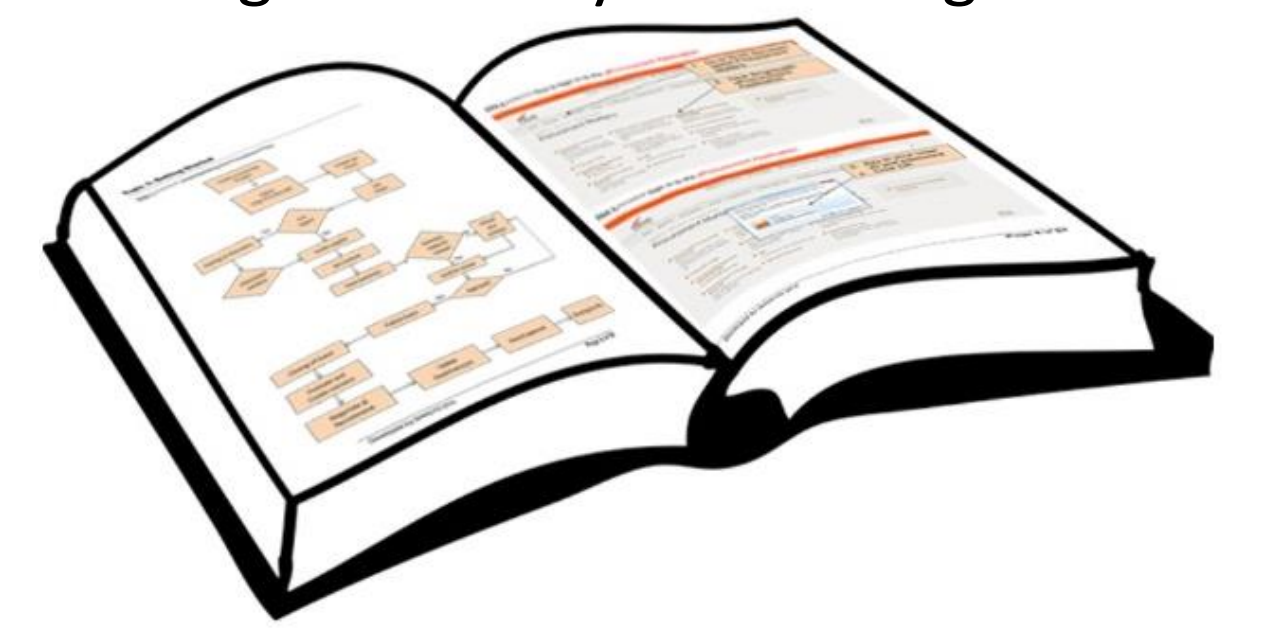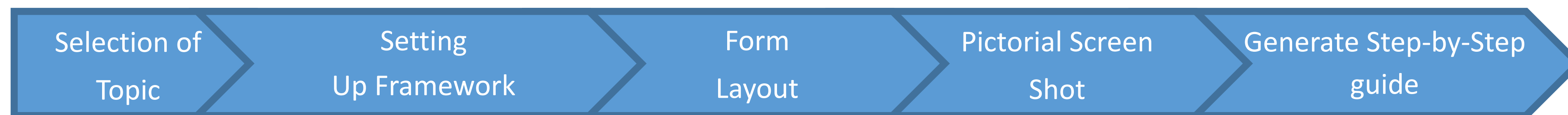
SingHealth

Introduction

SingHealth eProcurement System (Ariba) was launched in FY14 through FY15 to replace the manual procurement process. Facilities Development Department (FD) is required to use the System to call tenders and quotations. The colleagues faced many challenges when using the system and it took us fairly long time to complete a procurement event. New users are also confused by the complicated steps.

As part of FD's continuous improvement effort, the SAGE was formed to address the difficulties and challenges faced by the FD colleagues. SAGE is an acronym of "**S**ystematic **A**lliance, **G**oal Seeking **E**nthusiasts".
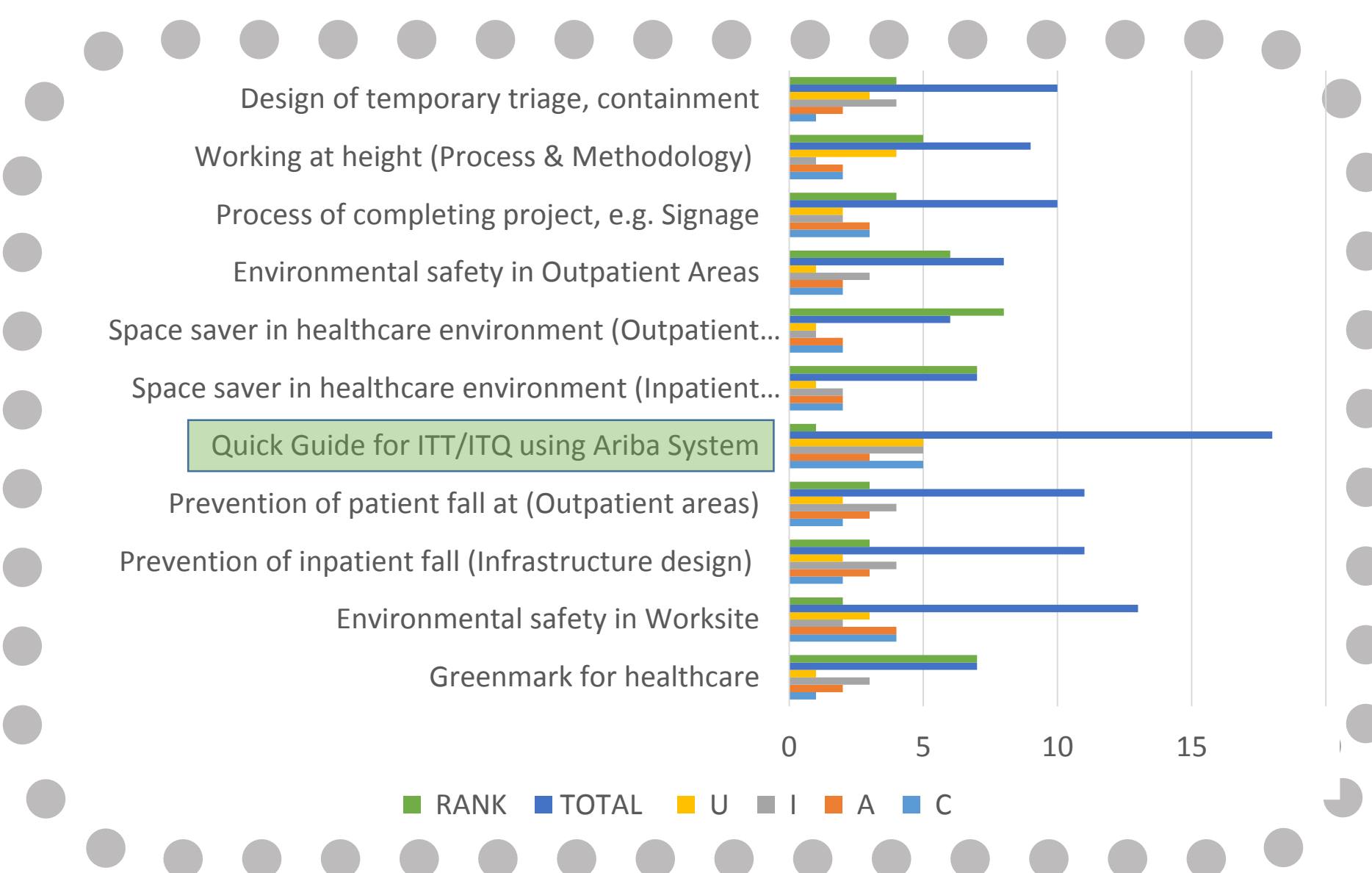
Objective

The objective of the QI project is to provide a systematic step by step guide in using the system, thereby removing the confusion and improving the productivity in using the Ariba System in tenders and quotations for projects. The team compiled the survey returns and analyzed the issues and challenges faced by the colleagues. From here, the team developed an easy to use guidebook for the Ariba System.

Methodology

Selection of Topic → Setting Up Framework → Form Layout → Pictorial Screen Shot → Generate Step-by-Step guide

Project Selection

The team analyzed the topics with CAIU matrix table; the CAIU enables the team to evaluate and rate each topic with the criteria.

With this, the team selected "Quick Guide for ITT/ITQ using Ariba System" as it has the highest score.

Survey & Data Analysis
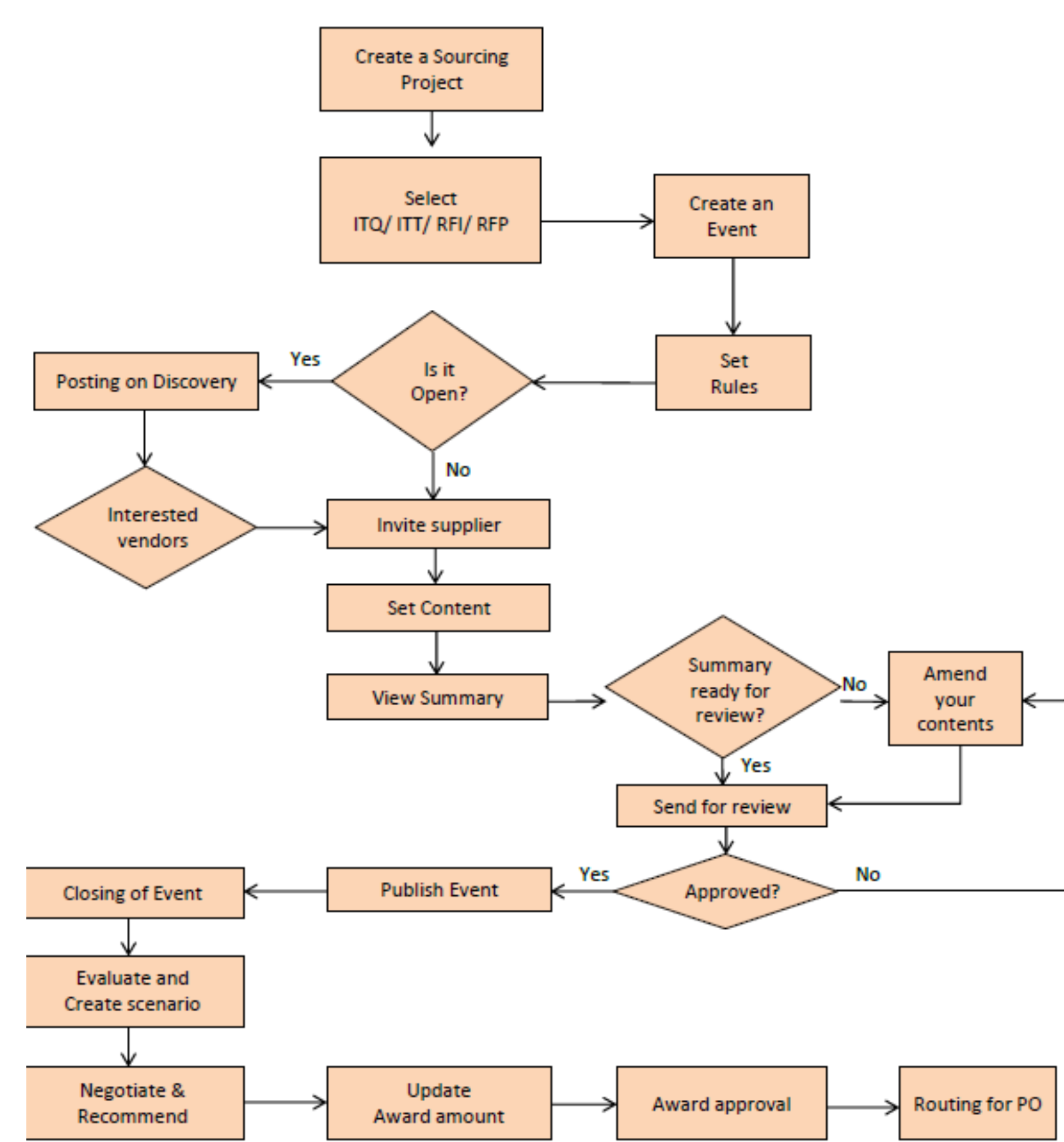
The team develop a questionnaire and conducted a survey on 12 staff who have / will use the Ariba System.

The team then analyzed the survey returns and identified the concern.
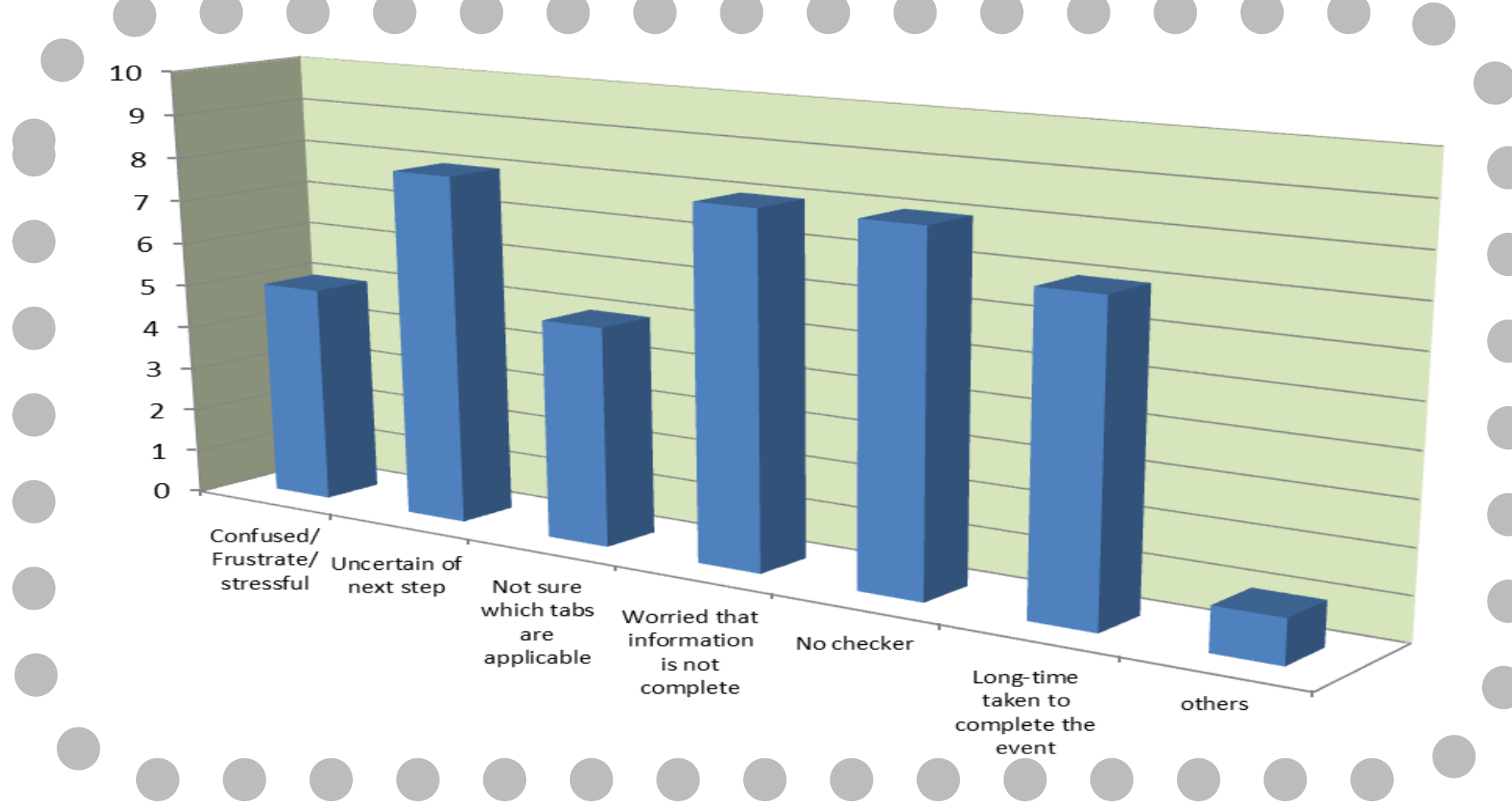
Cause Analysis

The members then brainstormed for probable "root cause" using the Fishbone Diagram, aka Cause and Effect Diagram.

Using the CAIU Matrix Table, the root cause was identified as: "Training Material too Complex, not user Friendly"

Pareto Diagram

In the same survey conducted, the team also sought the staff feedback on whether a quick guide would be useful, and the content which the staff would like to include if such guide is being developed.

The response was positive and the proposed content was reflected in the Pareto Diagram.

Proposed Solution

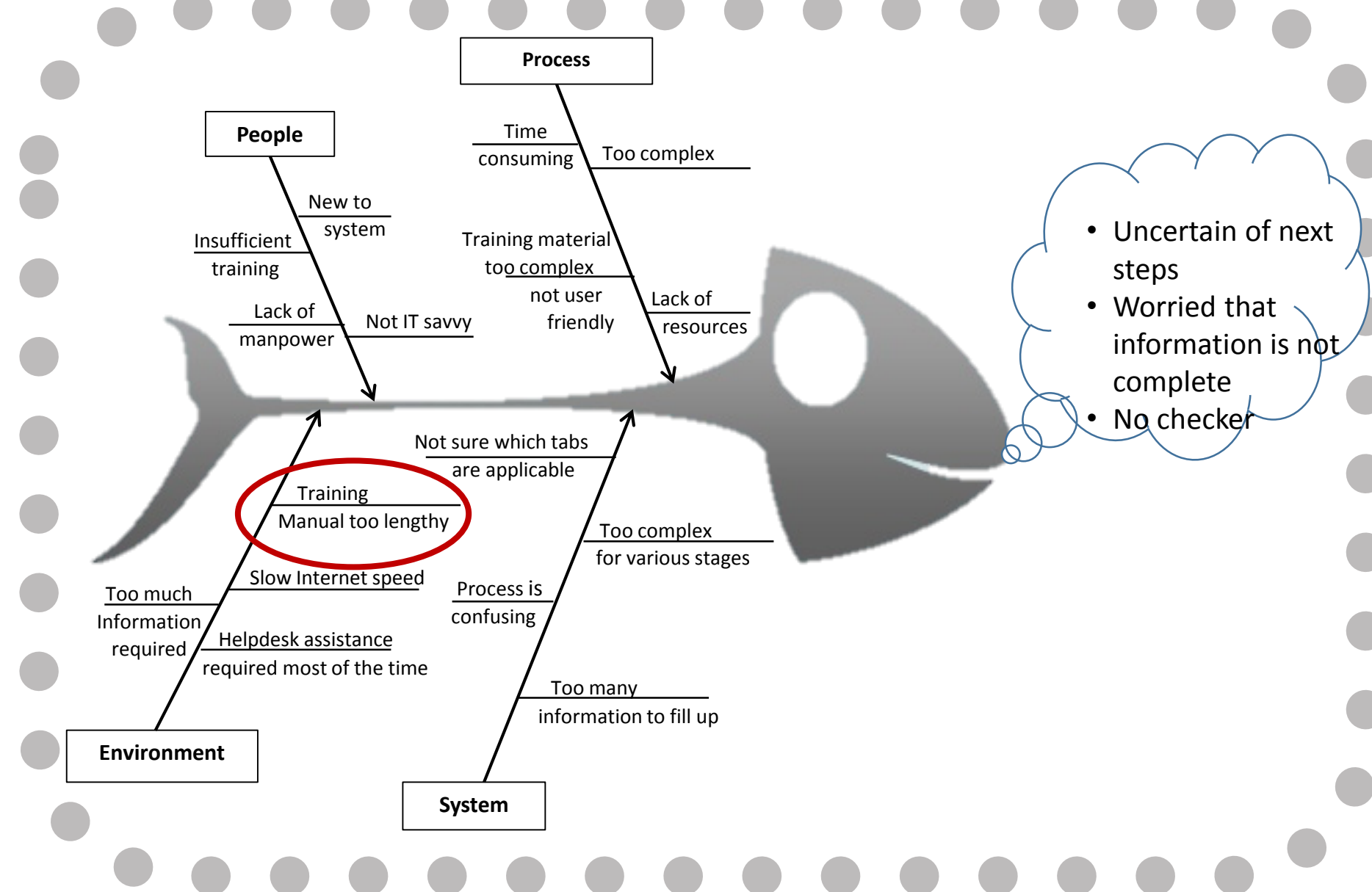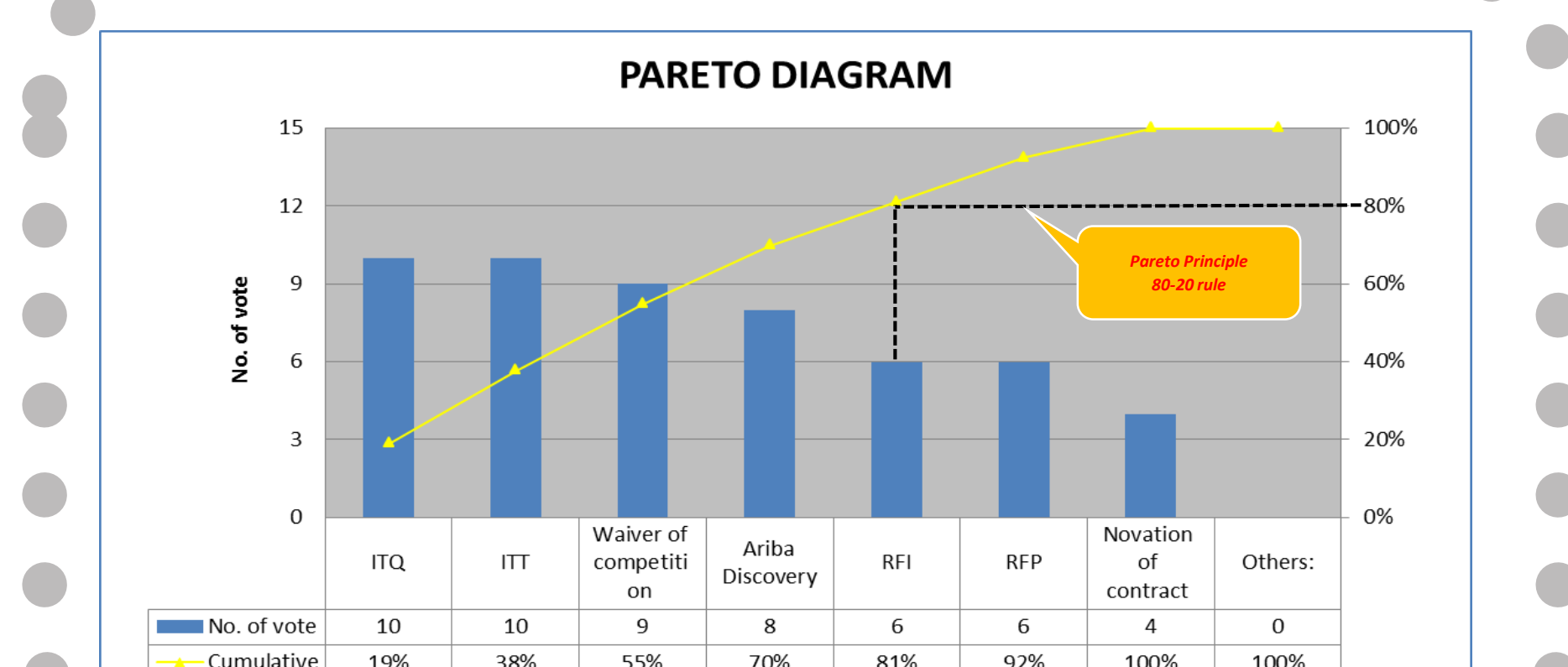The team work on a Simplified Guidebook with specified chapters and pictorial to guide users step by step.

Content Page

Developed by SHHQ FD 2015 — Page 2 of 57

Topic 1: Getting Started

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Topic 3: Step By Step Guide for ITQ

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Topic 6: Step By Step Guide for OPEN TENDER

SUCCESS!

Implementation

The guidebook was used for all ITT / ITQ called during the month of Nov and Dec 15. Feedback on improvement / fine tuning to the guidebook was collected from the staff each time they called for an event.

Review & Standardization

The team will continue to review and fine tune the guidebook. All updates / revisions will be documented and made available in the department intranet for easy access. As part of the department induction program, all new staff shall be briefed.

The guidebook will also be extended to colleagues from other institutions as part of knowledge sharing.

Results

Post survey was conducted in Jan 16 to find out if the guidebook has achieved the objective, i.e. easy to understand and effective; and the results were encouraging:

- 100% of the staff found the guide useful, with 60% of them rated the guide as "Extremely Useful".

- 60% were able to publish tender very much faster, while the rest of 40% find the process a little bit faster.

- Time taken (cumulative) to complete an event has reduced drastically. With the guide, staff were able to complete a tender event within 2 hours, this is way below the 6 to 10 hours duration previously. Similarly, the time taken to prepare an ITQ has also been reduced from the duration of 3 to 10 hours to less than 2 hours.

- Only 1 out of the 5 staff (or 20%) needs to seek help from the IT helpdesk vs 100% before using the singuidebook.