



Singapore Healthcare Management 2016

Elisee Koh, GPO, KKH
Saravanan, GPO, KKH
KaaGe Liew, GPO, KKH

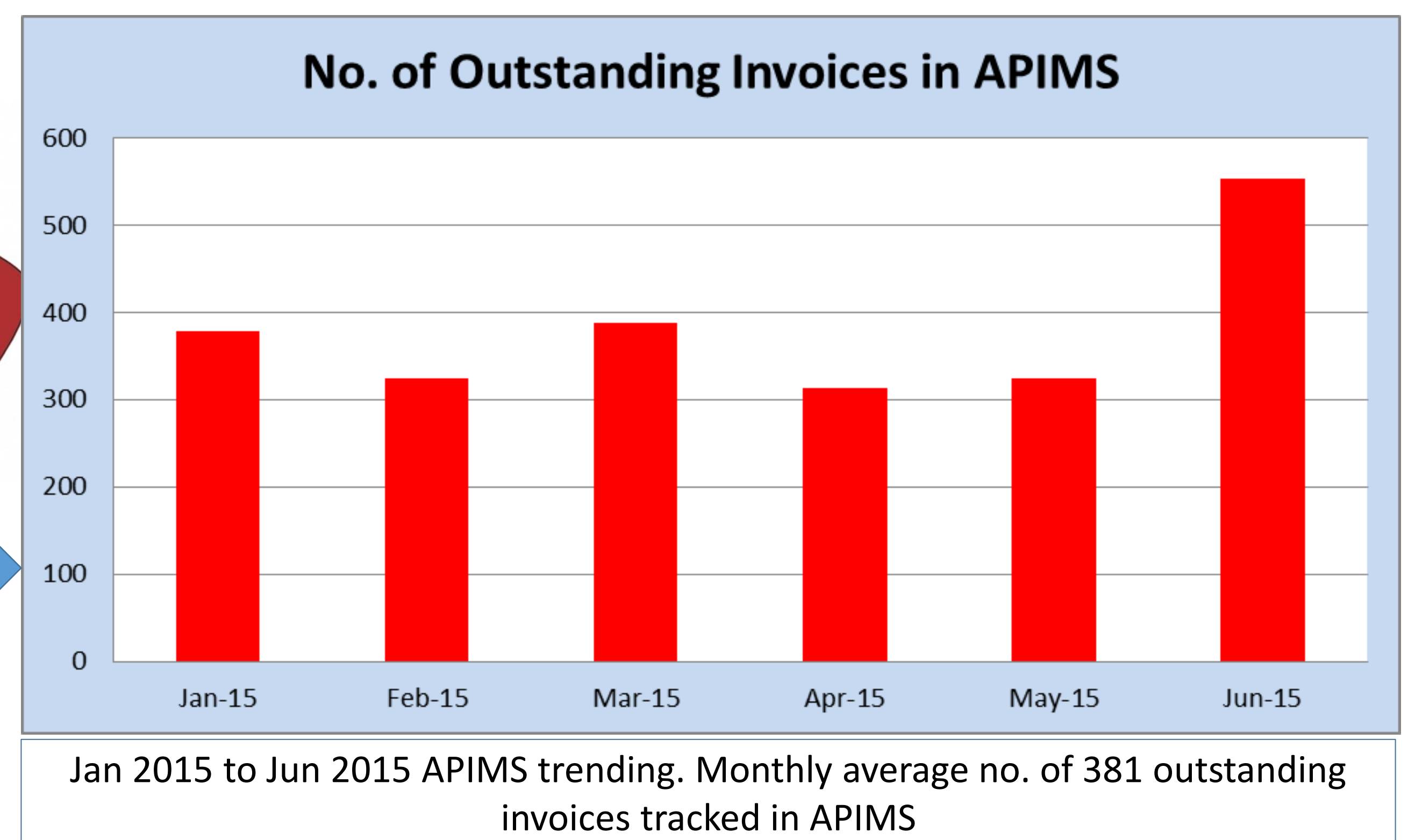
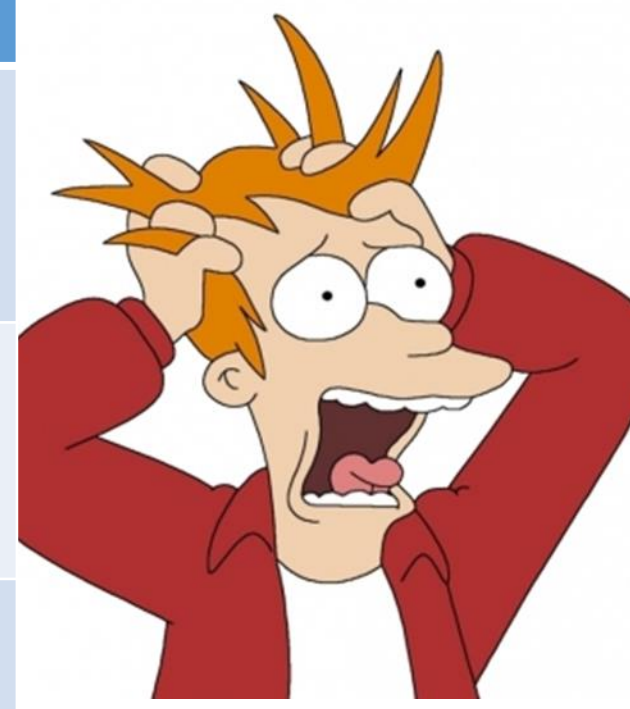


Shorter Goods Receipt (GR) Turnaround Time in SAP System

INTRODUCTION & BACKGROUND

Materials Management Department (MMD) had not been receiving Delivery Order (DO)/Invoice (INV)/Service Report (SR) from stakeholders (User-Department, Supporting Department & Suppliers) promptly in order to facilitate Goods Receipt (GR) in SAP system. As a result, there was an increase in the numbers of outstanding invoices in Account Payable Information Management System (APIMS).

No	Identifying the Problem
1	Stakeholders unaware of the importance of submitting the DO/INV/SR promptly and also unsure on the GR process workflow
2	Lost/Misplace of DO/INV/SR by the stakeholders
3	Suppliers mistakenly bring back the DO/INV/SR instead of submitting it to MMD
4	Manual process and different practices on the verification of DO/INV/SR among the Supporting Department (e.g. Bio-Medical Engineering, Facilities Management) which led to the delay in GR and/or missing documents which were sent via hardcopy
5	Suppliers issuing invoices before commissioning/installation is completed



Methodology

No.	Problem	User	Supporting Department	Supplier
1	Stakeholders unaware of the importance of submitting the DO/INV/SR promptly and also unsure on the GR process workflow	<ul style="list-style-type: none"> Develop Policy and Procedure to educate Hospital Users on the process in returning DO/INV/SR to MMD promptly. A dropbox was implemented to station outside MMD's office. 		<ul style="list-style-type: none"> Inform all suppliers to deposit their DO/INV/SR into the dropbox outside MMD's office after delivery is completed
2	Lost/Misplace of DO/INV/SR by the stakeholders			
3	Suppliers mistakenly bring back the DO/INV/SR instead of submitting it to MMD			
4	Manual process and different practices on the verification of DO/INV/SR among the Supporting Department (e.g. Bio-Medical Engineering, Facilities Management) which led to the delay in GR and/or missing documents which were sent via hardcopy		<ul style="list-style-type: none"> Review process with respective supporting department to have one point of contact which provides better control of the process Replace hardcopy DO/INV/SR routing to supporting department by sending electronically via APIMS 	
5	Suppliers issuing invoices before commissioning/installation is completed	<ul style="list-style-type: none"> Broadcast to all User and Supporting Department to reject and return the invoices back to suppliers if the commissioning is yet to be completed 		<ul style="list-style-type: none"> Suppliers were informed to generate invoices only upon successful commissioning via purchase order

RESULTS & CONCLUSION

No	Problem	Results Achieved	Future Enhancement
1	Stakeholder unaware of the importance of submitting the DO/INV/SR promptly and also unsure on the GR process workflow	Majority of the users and suppliers were utilizing the dropbox after it was implemented on Jul 2015	Explore possibilities to implement additional dropbox at off-site offices
2	Lost/Misplace of DO/INV/SR by the stakeholders	There were no reported cases of lost/misplaced documents	No further enhancement
3	Suppliers mistakenly bring back the DO/INV/SR instead of submitting it to MMD	Suppliers have been depositing their DO/INV/SR into the dropbox since it was implemented	No further enhancement
4	Manual process and different practices on the verification of DO/INV/SR among the Supporting Department (e.g. Bio-Medical Engineering, Facilities Management) which led to the delay in GR and/or missing documents which were sent via hardcopy	Observed the turnaround time was significantly reduced from the supporting department (e.g. from once a week to daily returning of endorsed DO/INV/SR)	Explore possibilities to implement e-commissioning system to minimize the involvement of manual checking and follow up
5	Suppliers issuing invoices before commissioning/installation is completed	Reduction in the number of invoices issued before commissioning	No further enhancement but will conduct periodical reminder to suppliers

