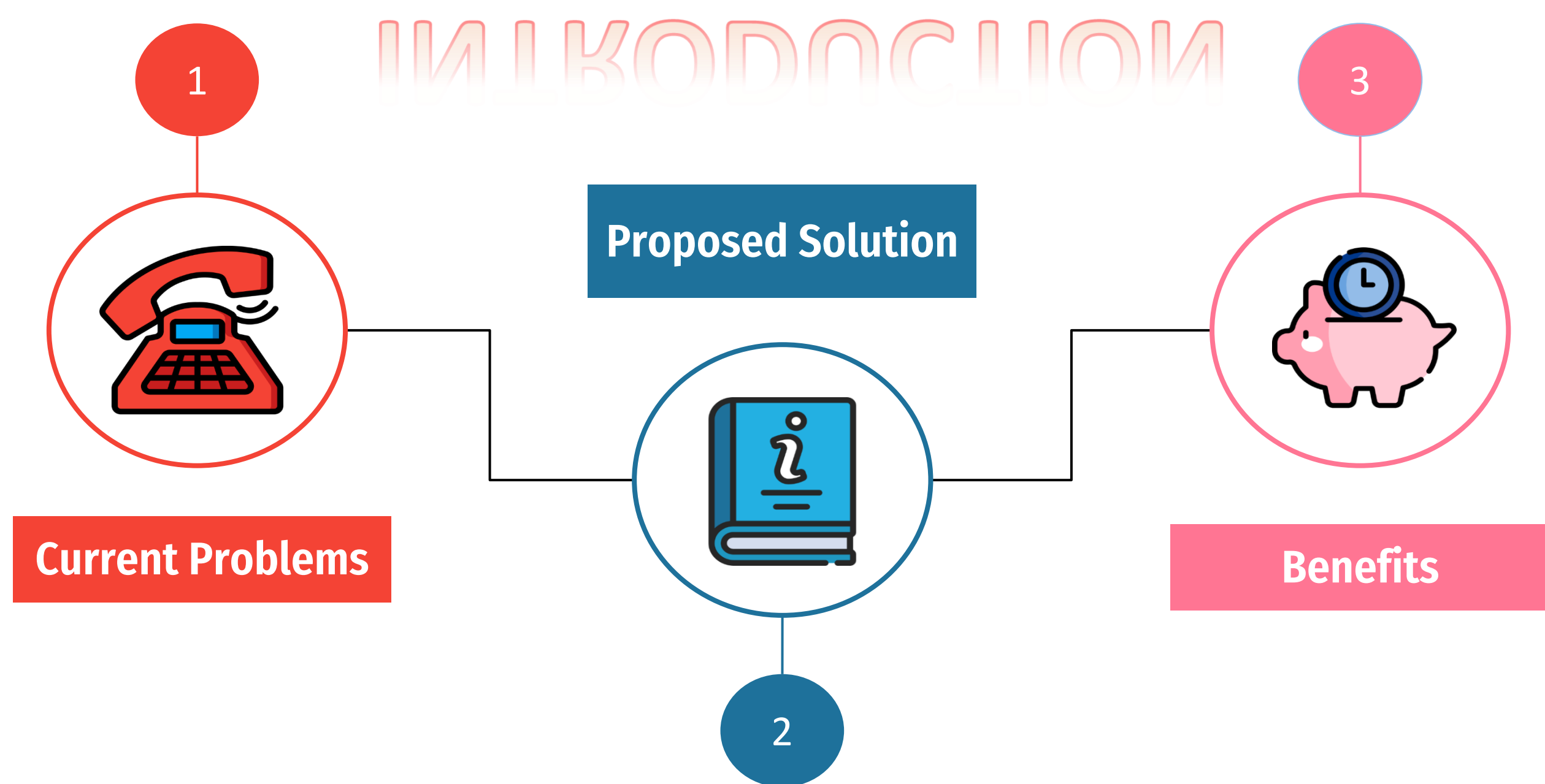




INTRODUCTION



RESULTS

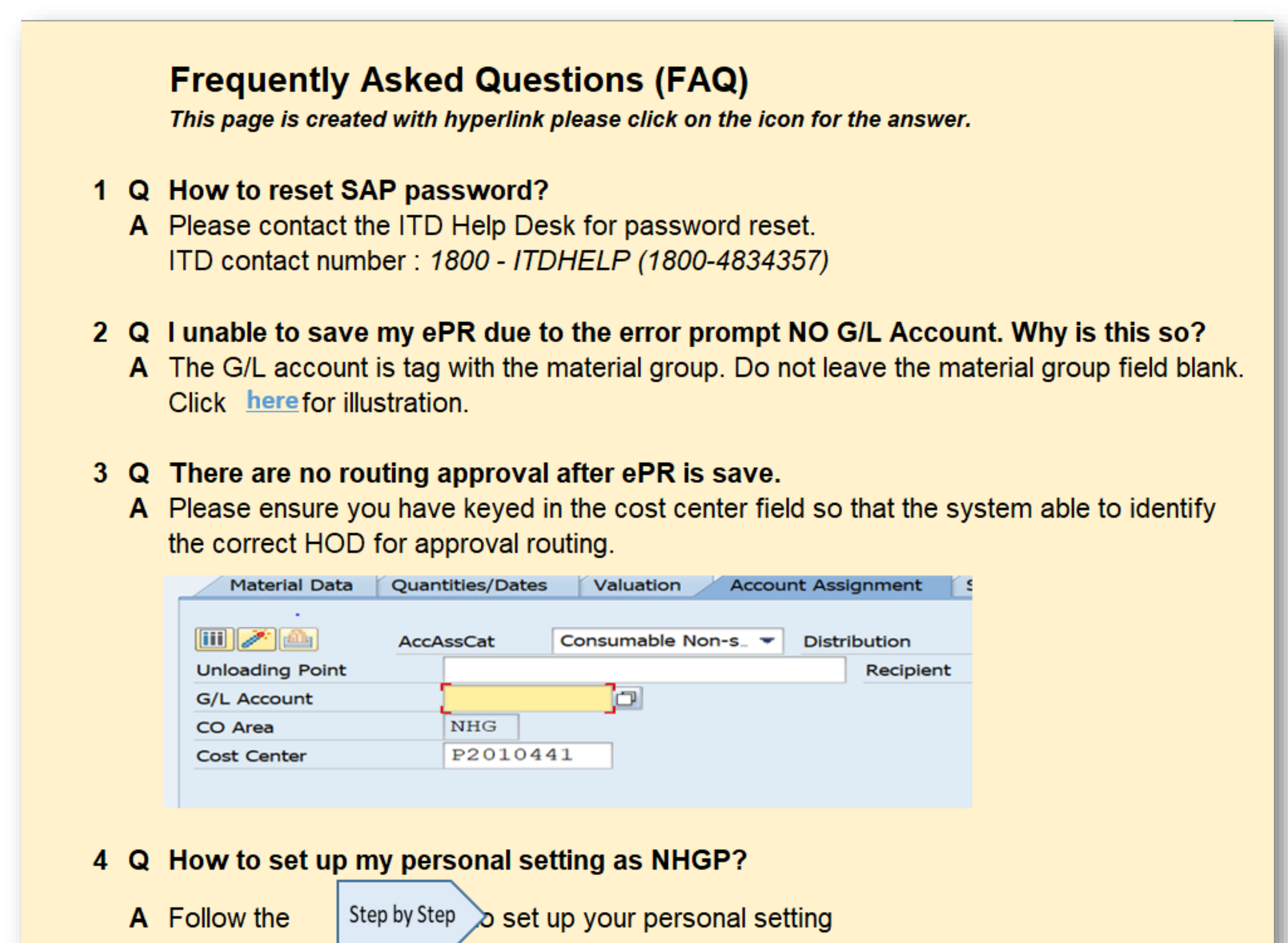
- FAQ allows the user to self-help to the common question raise for ease of raising ePR.
- ✓ Shorter time spend by users to check with MMD.
- ✓ Lesser incidents of rejected PRs due to wrong selection of account assignment, material group, GL, IO information.
- ✓ Shorten PR processing time.
- ✓ Reduce PR to PO conversion time.
- Improved Purchasing Process -> Reduce non-value-added job. Eg, Repetitive explanation, emails & calls to users.
- MMD able to prioritize and be more focus on critical or urgent job.
- Guide for new hires who need to raise / process PRs.

PROBLEM STATEMENT

- Time spent by MMD to attend to repeat user queries when guide and resources are available in Intranet.
- Users prefer to call MMD for immediate answer instead of browsing through the Guides.
- Repeat queries from user who do not refer to past record for reference.
- User has to re-work on PR if wrong selection is made (resulting in delay in ePR processing).
- New user unfamiliar with set up of their PR page layout.

METHODOLOGY

- Create a user-friendly FAQ for commonly asked questions by users.
- Include link to Guide should user require additional information.
- Post the FAQ in Intranet for easy access.
- Send a copy of the FAQ to current users who frequently need assistance.



CONCLUSION

- FAQ / Guide with short cut links for quick access to address Users' queries and guide to process PR.
- The FAQ was well received by users.