



Freddy Irawan, KKH, Telecommunications Mohamad Taha Bin Rahmat, KKH, OSS Daniel Tang, KKH, OSS

# Sustainable Switch In Mainline Call Centre: From Paper to Digital

## Introduction

To enhance efficiency and promote sustainability, the mainline Call Centre is transiting from paper-based processes to digitalization using online forms. This initiative enables a greener and eco-conscious workplace, to align to the hospital's sustainable development goals.

## Objectives

Through the digitalization process, we aim to:

- Reduce Paper Consumption in mainline Call Centre operations, thereby reducing environmental impact of carbon emissions associated with paper printing.
- Minimize waste generated from paper forms, printing and disposals

## Methodology

#### **Sorting Out**

Assess the processes to determine which can be digitalized.



## Setting in Order

Establish process in traceability.



#### Standardization

Standardize using electronic documentation.



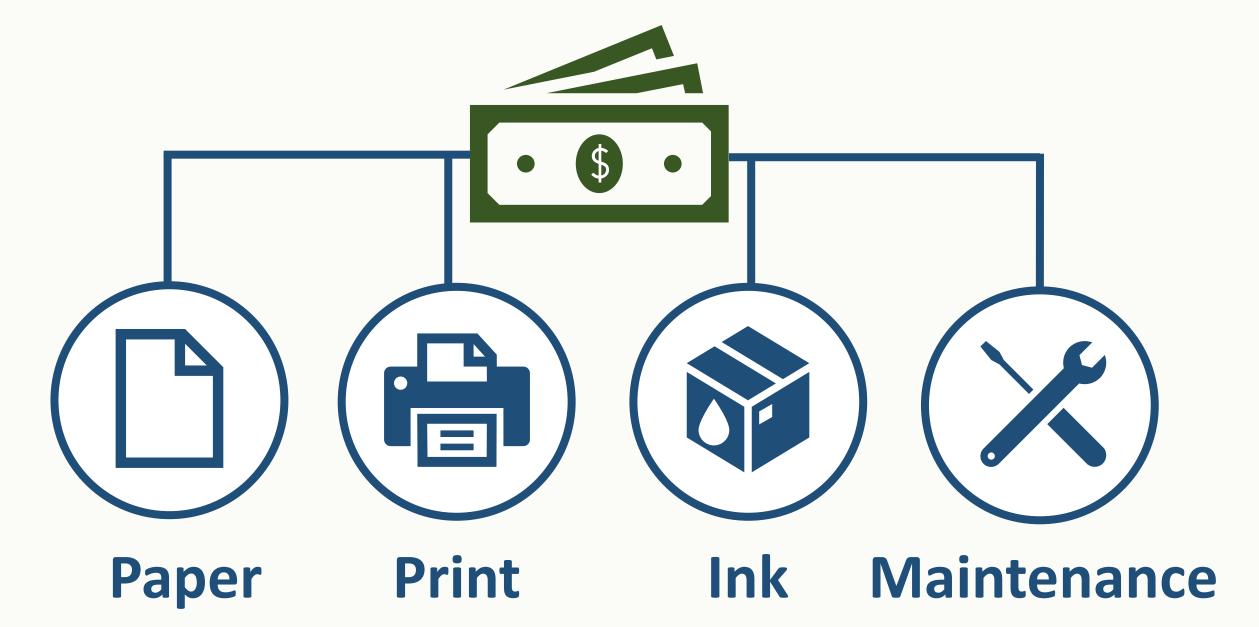
#### Sustain

Ease of use of the online processes.



## Results

### Digitalization saved the costs on



#### **Contributes to reduce**

Up to 12% CCO<sub>2</sub> carbon emissions

Reference: World Economic Forum (WEF)

#### Lower printing costs

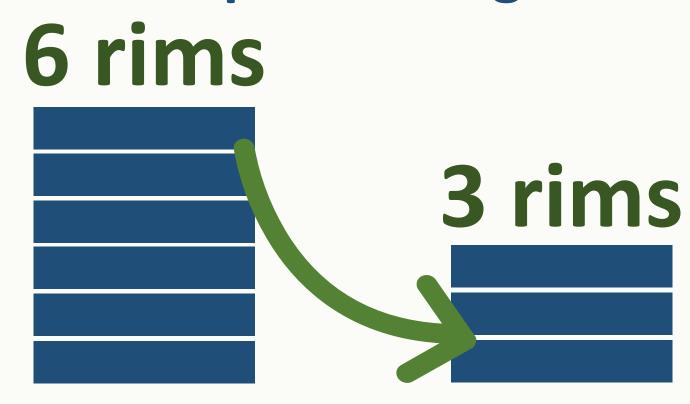
Conclusion

\$208 savings on paper & ink

Ink cartridge usage extended

Sto 1.5 months year

#### Reduce Paper Wastage



50% Usage

reduction

The substantial reduction in paper usage and printing has led to significant cost savings at the mainline Call Centre. This savings not only reduce printing and paper expenses but also create an opportunity to relocate resources to other critical areas of operation.