



**Singapore Healthcare  
Management 2024**

# Streamline processes

by outsourcing the packing of toiletries items  
from logistic team to supplier.

Jessica Low & Evelyn Lim  
ALPS@KTPH



## **AIM**

To improve efficiency and streamline processes in logistic team for better productivity and to reduce business risk exposure of inventory holding cost for the hospital.

## **METHODOLOGY**

### **Review the pain point of current process (AS-IS):**

The 10 toiletries items (Comb, toothbrush, toothpaste, shower cap, bath amenities x 4 types, face towel in a Pouch) are ordered individually and MMD Logistics team will pick and pack individual toiletries item into a pouch at store before dispatching to wards. The logistic team requires time to pick and pack the individual pack. This will slow down the top up replenishment process to the wards.

Furthermore, the team will have to manage the inventory and plan for re-ordering of 10 items at different period as the items have different MOQ, order leadtime, UOM (Quantity in a carton) and shelf life etc.

To streamline processes, we explore the possibility of outsourcing the packing of toiletries items from logistic team to supplier.

### **New arrangement (To-be):**

Suppliers to pre-packed toiletries in pouch at their premise and will deliver the pre-pack pouch to store. This increases the efficiency of the store team, as they would only require to pick 1 item instead of 10 items. The number of SKU reduce from 10 to 1 as well.

## **RESULT**

- Operationalize of the pre-pack toiletries pouch by the vendor, at vendor's premise.
- Improves the efficiency of logistic team - Man hours saved: approx. 92hours (Based on 5mins per pack x 1100 pack per year)
- Eliminate write off as the product has longer shelf life.
- Free up inventory storage space in store
- Lower MOQ of the bath amenities (from 5000 pack to 1100 pack) at the same price, this reduces the business risk exposure of inventory holding cost for the hospital.

## **CONCLUSION**

With the streamlined process, logistic team is able to increase productivity and focus on core duty of managing inventory and topping up of supplies to wards promptly. It also reduces business risk in various aspect such as inventory holding cost for the hospital.