



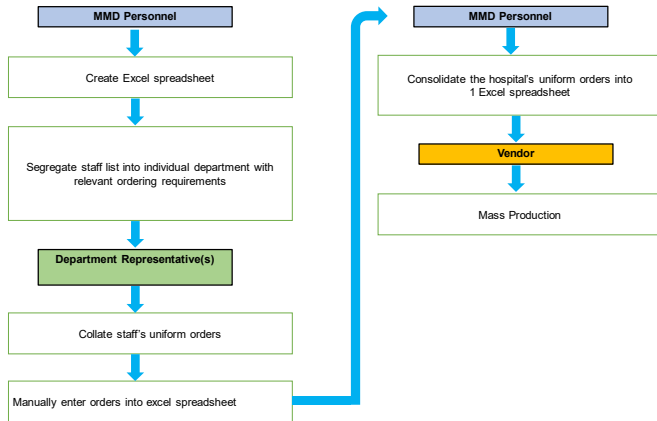
Online Ordering of Changi General Hospital's Staff Uniform Via Customised FormSG

Singapore Healthcare Management 2024

Koh Sze Ling, ALPS (Changi General Hospital)
Ler Sock Hoon, ALPS (Singhealth Cluster Lead)
Sandra Low/Berlyn Liw, ALPS (Changi General Hospital)

Introduction

Traditionally, in the annual uniform ordering exercise, the steps necessary for hospital staff to place their order as follow:



Problem

The above steps often produce the following issues:

1. Incorrect and missing orders due to manual entries;
2. Inconsistency of spreadsheet's format due to accidental changes made in the process of collating data;
3. Errors made in upstream processes leading to incorrect and missing orders; and
4. Inefficient process.

Solution

Customized online FormSG's link or QR code for direct uniform order by individual staff.

Uniform Ordering 2024 (AHP, Support Staff)
5 mins estimated time to complete

1. Do you require uniform?
**If you wish to check your uniform entitlement, please contact your department's HR Business Partner (BP). **

2. Name
LI LIRI

3. Gender
 Female
 Male

Your Uniform Entitlement (Female)
1. Up to 3 sets of blouse and skirt/pants#
2. Up to 2 jackets
#You can choose a combination of skirts and pants up to 3 pieces.

9. Uniform Selection

Type	Size	Quantity	Remarks
Jacket	M	2	
Blouse	M	3	
Skirt	M	1	
Pants	M	2	

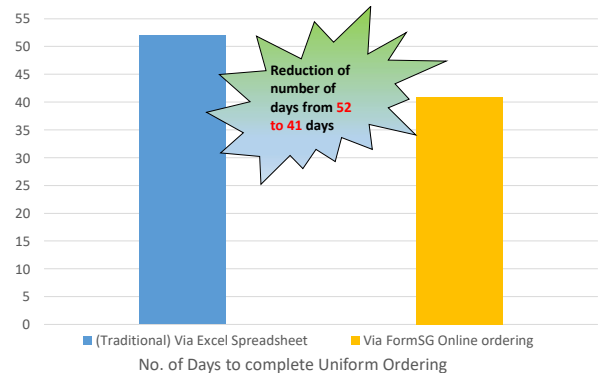
Results



With FormSG, the issues mentioned are resolved:

- ✓ Accuracy - FormSG allows direct placement of uniform orders by staff instead of via the appointed department representative(s), thereby reducing the chances of errors or misunderstandings.
- ✓ Consistency - by having a standardized form which cannot be manipulated by user, all orders will follow the same format and include the necessary information.
- ✓ Efficiency - FormSG streamlines the ordering process by eliminating the need for manual segregation of spreadsheets, data entry, and interpretation.
- ✓ Scalability - FormSG can be easily replicated and used across different locations or channels should operation needs expand.

Efficiency illustrated by reduction in the completion of Uniform Ordering Process



Conclusion

FormSG is a comparatively superior method for hospital uniform ordering.

- ✓ It streamlines the ordering process, E.g., eliminates the need for manual data entry; thereby saving time and reducing the chances of errors and misunderstandings. This leads to more accurate order processing and fulfilment.
- ✓ It allows for scalability. A consistent and efficient ordering process is ensured regardless of operational expansion.