

## **Project Title**

Implementation of eVoucher System in Linen Supplies Unit

## **Project Lead and Members**

Project lead: Charis Chang Pei Lee, Operations Executive

Project members:

- Celine Lin Shi Hui, Operations Executive
- Samantha Lai , Senior Operations Executive
- Selena, Nguyen Thi Tuyet, Supervisor
- Medina Riza Flores, Supervisor

## **Organisation(s) Involved**

Laundry Lobby Pte Ltd; Singapore General Hospital (Environmental Services)

## **Project Period**

Start date: Jun 2018

Completed date: Nov 2019

## **Aims**

To digitalise the manual recording of linen quantities received and streamline the verification of linen quantity discrepancy report between launderer and the Linen Supply Unit (LSU) at Singapore General Hospital.

## **Background**

See attached

## **Methods**

See attached

## **Results**

See attached

## Lessons Learnt

Implementing a new digital system to replace the traditional manual workflow required longer time for the staffs to learn and adapt.

To rotate staff to having hand-on practicing of the new system can speed up their learning process and allow them to be familiar with the system before the start of actual operation.

## Conclusion

See attached

## Additional Information

Everywhere is adapting innovation with digitalise system to replace and reduce many manual workloads. Implement and adapting to new system will be difficult in the beginning. But efforts will pay off once the implementation had helped to ease some of the workload for the staff.

## Project Category

Automation, IT & Robotics, Process Improvement

## Keywords

Automation, IT & Robotics, Process Improvement, Productivity, Workflow Improvement, Manual Recording, Error Reduction, Lead Time, Improvement Tool, Lean Six Sigma, Singapore General Hospital, Laundry Lobby Pte Ltd, eVoucher System, Linen Supplies Unit

## Name and Email of Project Contact Person(s)

Name: Charis Chang Pei Lee, Operations Executive

Email: charis.chang.p.l@sgh.com.sg

# Implementation of eVoucher System in Linen Supplies Unit

Charis Chang, Environmental Services Department  
 Celine Lim, Environmental Services Department  
 Samantha Lai, Environmental Services Department  
 Selena, Nguyen Thi Tuyet, ISS Facility Services Pte Ltd  
 Medina Riza Flores, ISS Facility Services Pte Ltd

## INTRODUCTION

On a daily basis, staff from the Linen Supplies Unit (LSU) had to receive clean linen from the launderer. The staff had to verify the quantities of different types of linen received and record it in manual hardcopy record form. LSU staff spent more than 60 minutes to perform the manual recording and verifications. The current process lacks efficiency and productivity as it requires staff to tabulate the linen manually every day.

eVoucher provides a platform to digitalise the manual recording of linen quantities received and streamline the verification process of linen quantity discrepancy report between launderer and LSU.

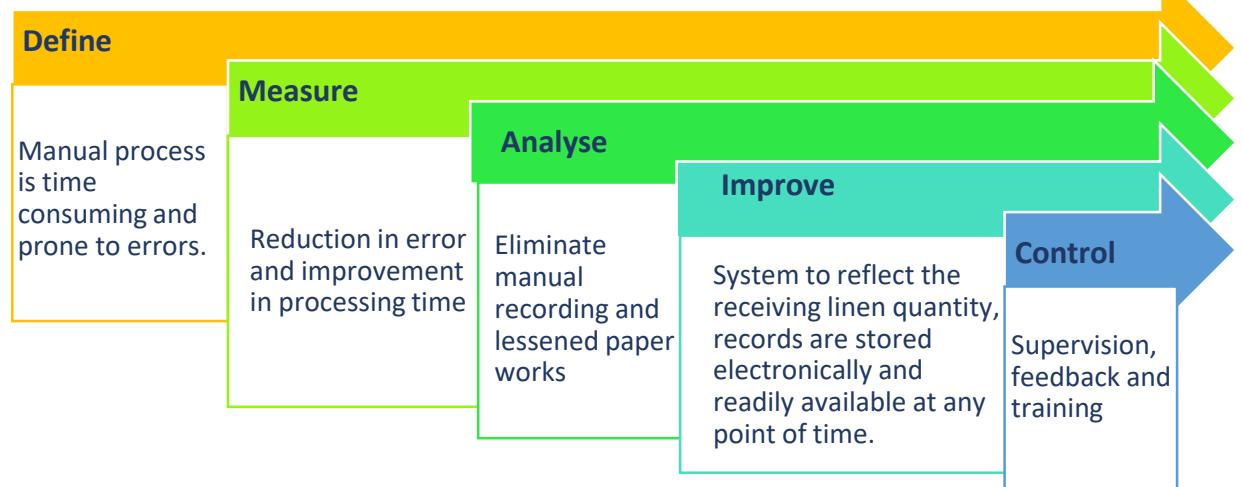
## AIM

- Reducing manual paper work processes
- Improving accuracy and transparency of data between Launderer and LSU staff
- Shorten the lead time needed for generating Delivery Order and Invoices



eVoucher Tablet

## METHODOLOGY

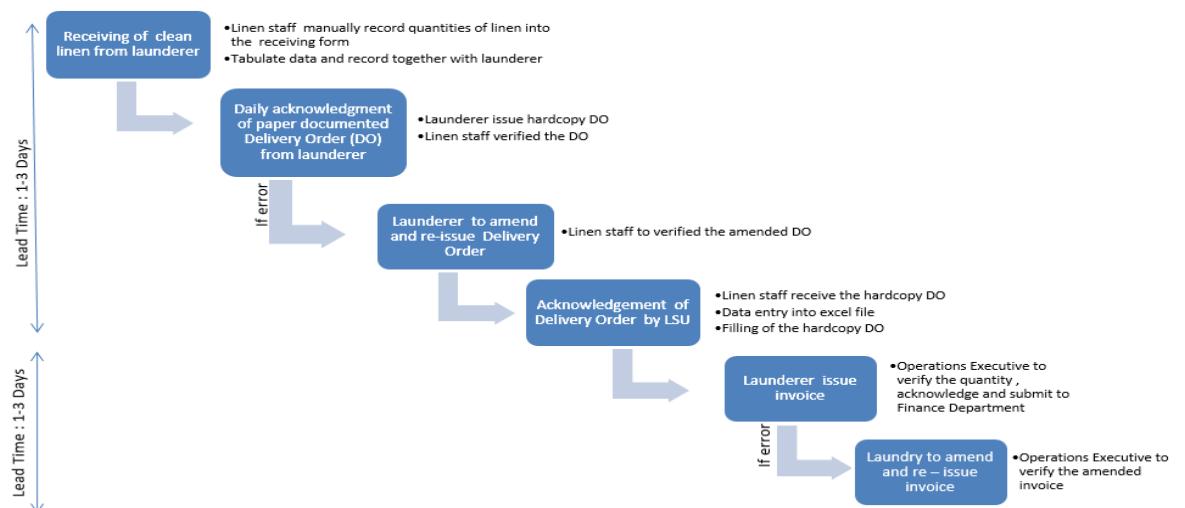


## CURRENT PROCESS

Linen staff from Linen Supplies Unit (LSU) is required to manually record and tabulate the quantities of clean linen delivered by the launderer. The linen staff would then proceed to validate the quantity recorded against the Deliver Order (DO) voucher given by the launderer.

Transcribing manual records were prone to error and uncertainty due to handwritten records and deletions.

Processing of linen quantity discrepancy report takes about 3 working days and return to LSU staff for re-verification and acknowledgement.

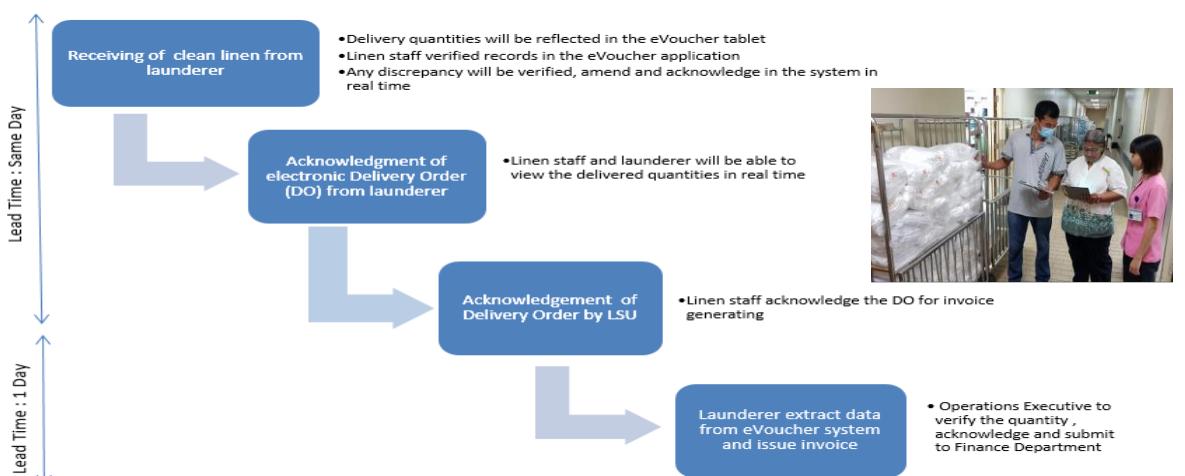


## RESULTS

We had observed that staff took a shorter time to perform linen receiving with the eVoucher system. It has a time saved of 30 minutes for staff as they do not need to conduct manual recording and data tabulation.

Discrepancy in quantities will be verified and acknowledged by both the launderer and LSU staff. Changes are reflected in real time into the eVoucher system.

We had successfully eliminated the tedious manual paper work processing. Shorten the lead time needed for generating Delivery Order and Invoices



## CONCLUSION

The eVoucher System has greatly reduce the manual process and non-value added administration due to re-work between LSU team and the launderer. The implementation is environmental friendly as it had replaced the daily hardcopy documentation, resolve linen discrepancy within the day. This system enhances efficiency and productivity of LSU staff by minimizing human errors during tabulation and increasing staff's bandwidth to step up checks on linen delivery.