

## **Project Title**

Streamline Process in Engaging Compensation Consultant to Conduct Job Evaluations for SingHealth Institutions

## **Project Lead and Members**

- Shirleen Ong
- Janet Lim

## **Organisation(s) Involved**

SingHealth HQ

## **Aims**

- Streamline work processes and reduce the overall time taken for the completion of job evaluation process
- Assurance of quality of job evaluations with the appointment of a compensation consultant with the requisite expertise
- Achieve cost savings for SingHealth institutions through economies of scale

## **Background**

Refer poster appended/ below

## **Methods**

Refer poster appended/ below

## **Results**

Refer poster appended/ below

## **Conclusion**

Refer poster appended/ below

### **Project Category**

Process Improvement, Productivity

### **Keywords**

Process Improvement, Productivity, Time Savings, Cost Savings, Manpower Savings, Human Resource, Staff Management, SingHealth, Job Evaluation, Compensation Consultancy, Economies of Scale

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

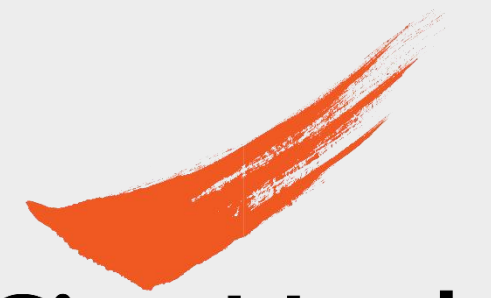
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## BACKGROUND

Job evaluations are conducted to establish the relativity of the size of jobs in SingHealth with the objective of supporting SingHealth staff progression, talent retention and development. SingHealth institutions that required professional job evaluation services had to appoint a compensation consultancy firm individually at institution level for each job evaluation request, and the pricing for each request on an ad-hoc basis was not competitive.

## OBJECTIVE

1. Streamline work processes and reduce the overall time taken for the completion of job evaluation process
2. Assurance of quality of job evaluations with the appointment of a compensation consultant with the requisite expertise
3. Achieve cost savings for SingHealth institutions through economies of scale

## METHODOLOGY

Extend an Invitation-to-Quote (ITQ) to a compensation consultancy firm to provide job evaluation services to SingHealth institutions for a period of 2 years, with specific requirements on the delivery of services and quality of job evaluation

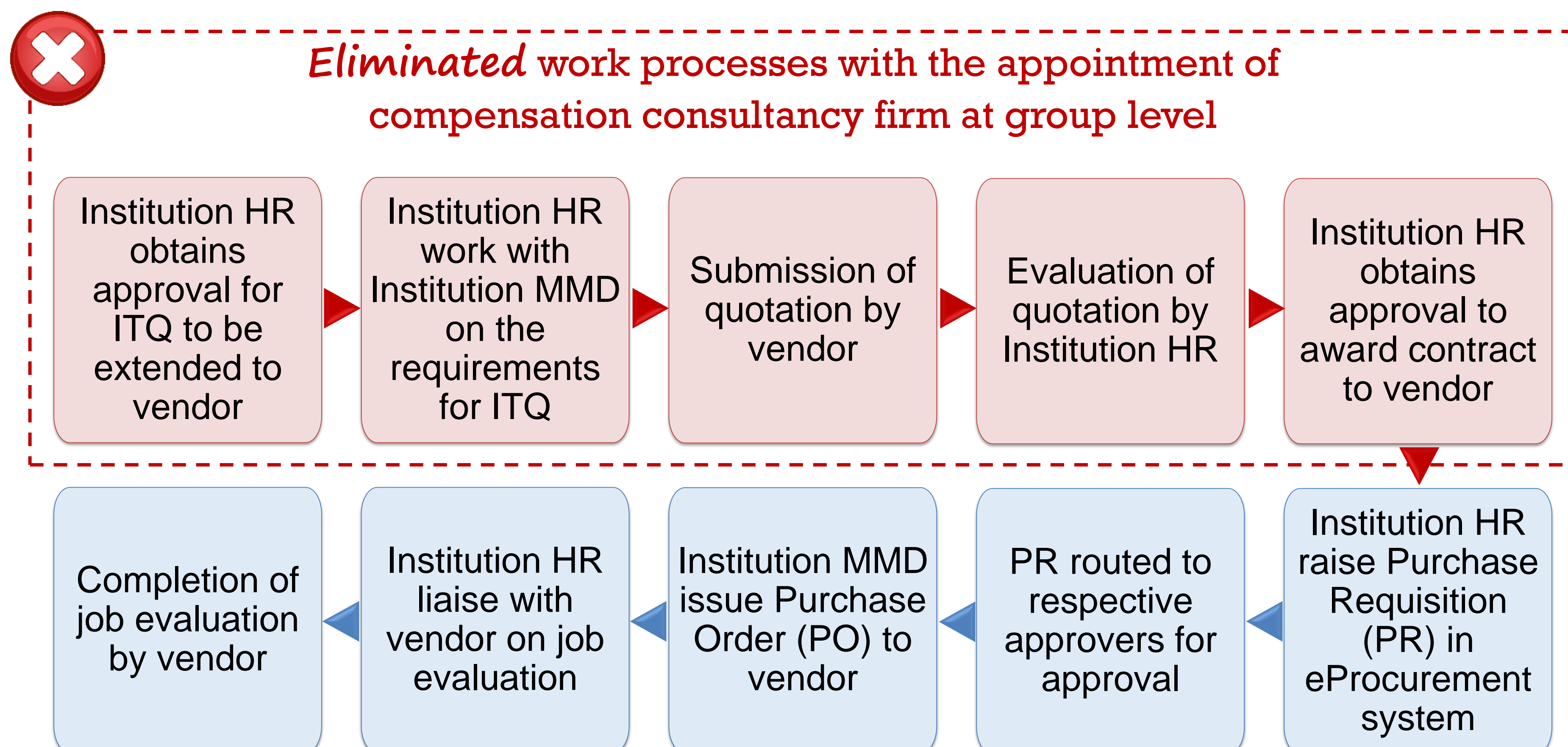
With economies of scale, the compensation consultancy firm was able to quote a competitive pricing

Under this group contract, SingHealth institutions that require job evaluation services can activate the services of the appointed compensation consultant directly under the streamlined workflow

New SingHealth institutions (e.g. CGH and SCH) were included midway through the contract, allowing these institutions to enjoy the preferential rates under the group contract

## RESULTS

### A Streamlined work processes to engage compensation consultant for job evaluations



### B Achieved cost savings due to economies of scale under group contract

Estimated total cost savings based on 83 jobs evaluated as of 31 Dec 2017:

**\$60,000**

**About 50% cost savings** compared to the typical market rates for job evaluation on an ad-hoc request basis.

### C Consistency and reliability of job evaluations to support staff progression

- ✓ Jobs are sized at the right level to support SingHealth staff progression within and across institutions
- ✓ Overall quality control, consistency and reliability of job evaluations
- ✓ Relativity between jobs is reasonable and is able to fit into the existing SingHealth job grading framework

## CONCLUSION

The appointment of a compensation consultancy firm at group level has streamlined work processes for SingHealth institutions and led to a reduction in time taken for the completion of job evaluation process. Significant cost savings for SingHealth have also been achieved.