



Service Priorities and Programmes Electronic Presentations

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Automation of the Process for Return of Surplus Supplies and Condemnation

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Introduction

From time to time, there are surplus supplies returned to the Store with reasons such as unserviceable equipment, obsolete instrument, expired consumables or other reasons after the assessment by departments. Supplies Unit is responsible for handling these surplus supplies and condemnation according to the Procurement and Materials Management Manual (PMMM). Currently the whole workflow is handled manually with paper record which is vulnerable for lost and mishandling.

Objectives

An automated IT system is designed to achieve the following objectives under the SMART concept: Specific - all steps set out in the PMMM are followed one by one without missing Measurable - numbers of item handled, date/time, category, are clearly recorded Attainable - adherence to the PMMM in all times regardless of change of subject officer in Supplies Unit Relevant - the system is relevant to Supplies Unit as well as all departments Time-based –less paper record processing to save time

Methodology

This IT project was approved in 2014/15. After the alignment of the condemnation process in KWC and update of PMMM in 2015, the system is now in final stage of testing and fine tuning. Phase I of the system is targeted to roll out in March 2016. Phase II will roll out in 2016/17 for enhanced functions such as viewing of surplus supplies in hospital and management reporting.

Result

Although the system is yet to be implemented, the benefits brought by the system can be assured. User departments and Supplies Unit welcome this system since it - saves time and space due to submission of requests and processing via the system - makes the status of the surplus supplies more clear by just few clicks in the system - avoids miscommunication as departments and Supplies Unit are referring to the same source of information in the system - ensures all steps set out in the PMMM

are followed through - assists in effective monitoring of the progress and management review. An automated system for return of supplies and condemnation is not only beneficial to the Supplies Unit, but also all hospital departments. This automation is only a beginning for adoption of IT system to streamline workflow and ensure smooth process, there are more opportunities for such adoption in future.